

**From:** O'Cain, John@ARB  
**Location:** ARB Conference Room Small (AN4)  
**Importance:** Normal  
**Subject:** EPA ARB In-Use Compliance coordination  
**Start Date/Time:** Thur 7/23/2015 8:00:00 PM  
**End Date/Time:** Thur 7/23/2015 8:30:00 PM  
Copy of 2015 IUCP Testing Activities.xlsx  
07-01-2015.xlsx

...

This meeting is to coordinate light-duty vehicle compliance testing with EPA and ARB.

## **Ex. 6 - Personal Privacy**

**To:** Ball, Joel[ball.joel@epa.gov]; Dalton, Joel[Dalton.Joel@epa.gov]  
**Cc:** Berger Martin (FCA)[martin.berger@fcagroup.com]; Wehrly, Linc[wehrly.linc@epa.gov]  
**From:** Velnati Sashi (FCA)  
**Sent:** Fri 3/31/2017 2:10:04 PM  
**Subject:** RE: FCA 3.0 Diesel vehicles

## Ex. 6 - Personal Privacy

Good Morning Joel and Joel,

I was asked to send the Warranty entry records of the vehicles that we dropped with you last week. Please find attached the records of all six vehicles.

Please acknowledge the receipt of the files with a reply to this note.

Thank you.

Regards,

Sashi Velnati,

GHG & FE, VSRC - FCA NAFTA,

248 425 0507 (M) / 248 576 5373 (D)

# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 742509

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** Ex. 6 - Personal Privacy

**Customer:** Ex. 6 - Personal Privacy CHRYSLER DODGE  
JEEP

**Zone/Cd:** 42-60527

**Model Year:** 2014

**Repair Date:** 12/22/2016

**Name:** Ex. 6 - Personal Privacy

**Make/Model:** CHRYSLER

**Mileage:** 36085

**Address:** Ex. 6 - Personal Privacy

JEEP GRAND CHEROKEE OVERLAND 4

**Warr Built Dt:** 10/02/2013

WKJS74

**Advisor:** 7060 KEVIN FRAZIER

**Phone:** 765 642-4500

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C066303526)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M240338410)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 100210

### Service Narrative Information

**Customer Complaint:** PERFORM CERTIFIED PRE-OWNED VEHICLE INSPECTION. ROAD TEST VEHICLE BEFORE AND AFTER INSPECTION. VERIFY VIN. DOCUMENT STARTING AND ENDING MILEAGE AND ALL NEEDED REPAIRS. COMPLETE INTERIOR AND EXTERIOR DETAIL REPLACE FRONT WIPER BLADES REPLACE REAR WIPER FOUND WATER PUMP LEAKING DURING INSPECTION INSPECT CONDITION OF BRAKE PADS AND ROTORS. VISUAL INSPEC- TION OF MASTER CYLINDER AND BRAKES LINES. LUBE CALIPER SLIDE CHECK FRONT TIRE PRESSURE AND CONDITION OF TIRES. REPLACE FRONT PADS AND MACHINE ROTORS. X FACTORY SPEC MINIMUM THICKNESS IN INCHES X ROTOR MEASUREMENT AFTER MACHINING RIGHT ROTOR X ROTOR MEASUREMENT AFTER MACHINING LEFT ROTOR INSPECT CONDITION OF BRAKE PADS AND ROTORS. VISUAL INSPEC- TION OF MASTER CYLINDER AND BRAKES LINES. LUBE CALIPER SLIDE CHECK FRONT TIRE PRESSURE AND CONDITION OF TIRES. REPLACE REAR PADS/SHOES AND MACHINE ROTORS/DRUMS X FACTORY SPEC MINIMUM THICKNESS IN INCHES X MEASUREMENT AFTER MACHINING RIGHT DRUM/ROTOR X MEASUREMENT AFTER MACHINING LEFT DRUM/ROTOR CHECK ROAD FORCE BALANCE OF ALL 4 TIRES. PERFORM FREE TIRE ROTATION AND VISUAL BRAKE INSPECTION. CHECK TIRE PRESSURE AND RESET TIRE PRESSURE MONITOR AS NECESSARY. REPLACE AIR FILTER

**Cause:**

**Correction:** CERTIFIED PRE-OWNED VEHICLE INSPECTION PERFORMED/COMPLETED COMPLETE REPLACED WIPERS REPLACED WATER PUMP REPLACED FRONT PADS AND RESURFACED ROTORS REPLACED REAR PADS AND RESURFACED ROTORS BALANCED TIRES REPLACED AIR FILTER

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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68163848AB	ANTIFREEZ-COOLANT	1	21.56	
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CH68163848-AB	ANTIFREEZ-COOLANT	1	21.56	
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68211202AB	PUMP	-WATER	1	163.80
CH68211202-AB	PUMP	-WATER	1	163.80



# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 49646

### Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2014

Make/Model: CHRYSLER

JEEP GRAND CHEROKEE OVERLAND 4

WKJS74

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C066303526)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M240338410)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 100210

### Repair Information

Customer: Ex. 6 - Personal Privacy

Repair Date: 09/02/2016

Mileage: 33073

Warr Built Dt: 10/02/2013

Advisor: 21 SHANE M RUBLE

### Dealer Information

Zone/Cd: 42-44424

Name:

Address:

Ex. 6 - Personal Privacy

Phone:

### Service Narrative Information

**Customer Complaint:** RECALL R40: SAFETY RECALL R40 - RADIO SECURITY VULNERABILITY (79- CRAIG-IN) RECALL R69: CUSTOMER SATISFACTION NOTIFICATION R69 - SELECTIVE CATALYTIC REDUCTION CATALYST PREFORMED RECALL R69 THE DEF INJECTOR BROKEN WHEN REMOVING FOR RECALL REPAIR REPLACED INJE CTOR (79- CRAIG-IN) RECALL S27: SAFETY RECALL S27 - TRANSMISSION ELECTRONIC SHIFT LEVER UPDATED PCM TCM RFU AND IPC MODULES SOFTWARE (79- CRAIG-IN) MODULE FLASH SOFTWARE FLASH FOR HVAC UPDATED HVAC SOFTWARE (79- CRAIG-IN)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
6105052AA	BOLT -HEX FLANGE HEAD	3	2.73	
68234976AA	GASKET -DIESEL EXHAUST	1	13.79	
	FLUID INJEC			
68160679AB	GASKET -EXHAUST	1	17.22	
6506619AA	NUT -NONE	3	1.05	
68232843AA	CLAMP -NONE	1	18.48	

68249512AC	SENSOR -PARTICULATE MATTER	1	254.80
68243268AB	CONVERTER-CATALYTIC	1	603.40

# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 125833

### Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2014

Make/Model:

WKJS74

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C066303526)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M240338410)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 100210

### Repair Information

Customer: Ex. 6 - Personal Privacy

Repair Date: 02/26/2015

Mileage: 15732

Warr Built Dt: 10/02/2013

Advisor: 2253 BRIAN MARSHALL

### Dealer Information

Zone/Cd: 42-42050

Name:

Address:

Ex. 6 - Personal Privacy

Phone:

### Service Narrative Information

**Customer Complaint:**CUSTOMER REQUESTS TO PERFORM OPEN RECALL P36 CUSTOMER REQUESTS TO PERFORM OPEN RRT 14-107 CUSTOMER REQUESTS TO PERFORM OPEN RRT 14-087  
CUSTOMER REQUESTS TO PERFORM OPEN RRT 14-075 PERFORM REFLASH PCM PERFORM REFLASH HVAC PERFORM REFLASH TCM PERFORM REFLASH AMP RATTLE IN  
THE REAR OF THE VEHICLE SOP PARTS

**Cause:**INTERNAL NOISE IN THE REAR STRUTS

**Correction:**COMPLETED RECALL. Replace right and left sun visor wire guide 08-P3-61-82 1.3 hours COMPLETED RRT \*\*18-19-04-B1\*\* Module, Powertrain Control (PCM) - Reprogram 0.4 hours  
\*DUPLICATE WITH JOB 5\* COMPLETED RRT. 18-19-62-9G Module, Automatic Temperature Control (ATC) - Inspect and/or Reprogram 0.2 Hrs ORDERED PART PERFORMED REFLASH  
18-19-04-B1 Module, Powertrain Control (PCM) - Reprogram 0.4hr PERFORMED REFLASH. 18-19-62-9G Module, Automatic Temperature Control .2hr \*\*18-19-05-E9\*\* Module, Transmission  
Control (TCM) - Reflash .2hr 18-60-07-9B Module, Amplifier - Inspect & Reprogram .2hr replaced both rear struts and mounts

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
CH68257352-AA	KIT -TIE STRAP	0	0.00	
68069675AD	ABSORBER -SUSPENSION	2	157.78	
CH68069675-AD	ABSORBER -SUSPENSION	2	78.89	
CHCBXDP361-AA	SPACER -VISOR	1	0.98	

68029590AF	MOUNT	-SHOCK UPPER	2	47.74
CH68029590-AF	MOUNT	-SHOCK UPPER	2	23.87

# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 110982

### Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2014

Make/Model:

WKJS74

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C066303526)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M240338410)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 100210

### Repair Information

Customer: Ex. 6 - Personal Privacy

Repair Date: 07/14/2014

Mileage: 7513

Warr Built Dt: 10/02/2013

Advisor: 2253 BRIAN MARSHALL

### Dealer Information

Zone/Cd: 42-42050

Name:

Address:

Ex. 6 - Personal Privacy

Phone:

### Service Narrative Information

**Customer Complaint:** RATTLE IN THE VEHICLE WHEN HITTING BUMPS SOP PART REPORT CARD INSPECTION CUSTOMER REQUESTS TO PERFORM OPEN RRT 14-050 CUSTOMER REQUESTS TO PERFORM DIESEL CONVENTIONAL OIL CHANGE \$89.95 +TAX (UP TO 10 QUARTS OF OIL) EACH ADDITIONAL QUART OF OIL \$6.50 + TAX

**Cause:** NOISE IN THE BUSHINGS E

**Correction:** REPLACED REAR SWAY BAR 02502501 0.5HRS COMPLETED COMPLETED RRT 18-19-02-P9 0.2HRS COMPLETED DIESEL OIL CHANGE

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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CH68229402-AA	FILTER	-ENGINE OIL	1	72.00
68184508AA	BAR	-REAR SUSPENSION	1	126.56
CH68184508-AA	BAR	-REAR SUSPENSION	1	126.56
CH68001334-PB	OIL	-5W30	8	9.20
68069682AA	LINK	-STABILIZER BAR	2	112.00
CH68069682-AA	LINK	-STABILIZER BAR	2	56.00

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Narrative Information Report#: 44424049463B8UC

### Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2014

Make/Model: CHRYSLER

JEEP GRAND CHEROKEE OVERLAND 4

WKJS74

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C066303526)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M240338410)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 100210

### Repair Information

Report#: 44424049463B8UC

Open Date: 09/07/2016

Mileage: 33073

Warr Built Dt: 10/02/2013

Supplier RP:

### Dealer Information

Zone/Cd: ZZ-19028

Name:

Address:

Ex. 6 - Personal Privacy

Phone:

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

Narrative Information: PLEASE EXPLAIN YOU STATE INJECTOR AND YOU ARE BILLING FOR SENSOR  
PLEASE EXPLAIN YOU STATE INJECTOR AND YOU ARE BILLING FOR SENSOR  
18S271

# QNA - Quality Narrative Analyzer Detail Report

## Dealer Narrative Information Report#: 44424049463A8UC

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** CHRYSLER  
JEEP GRAND CHEROKEE OVERLAND 4  
WKJS74

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C066303526)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M240338410)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 100210

### Repair Information

**Report#:** 44424049463A8UC

**Open Date:** 09/06/2016

**Mileage:** 33073

**Warr Built Dt:** 10/02/2013

**Supplier RP:**

### Dealer Information

**Zone/Cd:** ZZ-19028

**Name:**

**Address:** Ex. 6 - Personal Privacy

**Phone:**

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

**Narrative Information:**REPLACED INJECTOR DUE TO BROKEN WHEN REMOVED FOR RECALL R69

# QNA - Quality Narrative Analyzer Detail Report

## Uncodable Claims Narratives Report#: 420501102021A

### Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2014

Make/Model: CHRYSLER

JEEP GRAND CHEROKEE OVERLAND 4

WKJS74

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C066303526)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M240338410)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 100210

### Repair Information

Report#: 420501102021A

Open Date: 07/03/2014

Mileage: 6416

Warr Built Dt: 10/02/2013

Supplier RP:

### Dealer Information

Zone/Cd: 42-42050

Name:

Address:

Ex. 6 - Personal Privacy

Phone:

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### Service Narrative Information

Narrative Information: STABILIZER BAR SOP



# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 391462

### Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2014

Make/Model: RAM

RAM 1500 SLT 4X4

DS6H98

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 031221

### Repair Information

Customer: Ex. 6 - Personal Privacy

Repair Date: 11/25/2016

Mileage: 24203

Warr Built Dt: 03/12/2014

Advisor: 187 WILLIAM L. WINTe

### Dealer Information

Zone/Cd: 35-65694

Name: SOUTH HILLS CHRYSLER DODGE JEE

Address: 3344 WASHINGTON ROAD

MCMURRAY, PA 153173005

Phone: 412 563-4330

724 941-4300

### Service Narrative Information

**Customer Complaint:** PERFORM USED CAR RECON INSPECTION - INC SI & EM PCM RFH INSTALL NITROGEN CUSTOMER STATES: PERFORM PA. STATE INSPECTION CUSTOMER STATES: PERFORM PA. STATE EMISSION.

**Cause:**

**Correction:** LOF, WIPERS, AIR, FUEL FILTER, REMOVE WHEEL LOCKS, COMPLETED COMPLETED NITROGEN INSTALLED

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 33090

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 08/21/2015

**Mileage:** 7393

**Warr Built Dt:** 03/12/2014

**Advisor:** 21 SANTANA WILLIAMS

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** PERFORM RECALL R40: SAFETY RECALL R40 - RADIO SECURITY VULNERABILITY \*\*COMPLETED. (20-0052 JASON PATRICK-) PERFORM RECALL R23: SAFETY RECALL R23 - REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE \*\*COMPLETED. (20-0052 JASON PATRICK-) PERFORM SOFTWARE UPDATE SOFTWARE FLASH FOR PCM \*\*COMPLETED. (20-0052 JASON PATRICK-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 94066

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 04/01/2014

**Mileage:** 9

**Warr Built Dt:** 03/12/2014

**Advisor:** 13 TAMMY S MCCARTNEY

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** NEW CAR PREP COMPLETED NEW CAR PREP (55- DAVID BILLION-) new vehicle prep

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 94889

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** INTERNAL - Ex. 6 - Personal Privacy

**Repair Date:** 04/15/2014

**Mileage:** 10

**Warr Built Dt:** 03/12/2014

**Advisor:** 01

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** ADD DEF (08-5765 PAUL BREEN-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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68035704AB

FLUID -DIESEL EXHAUST

2

8.19

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 99255

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 06/25/2014

**Mileage:** 1075

**Warr Built Dt:** 03/12/2014

**Advisor:** 21 SANTANA WILLIAMS

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** PERFORM RECALL P15: CUSTOMER SATISFACTION NOTIFICATION P15 - REPROGRAM RADIO FREQUENCY HUB MODULE \*\*COMPLETED. (05-3408 BILL ROTHBAUER-953-04  
PERFORM RAPID RESPONSE TRANSMITTAL 14-037: 2014 DS 3.0L DIAGNOSTIC/SYSTEM IMPROVEMENTS FLASH \*\*COMPLETED. (05-3408 BILL ROTHBAUER-953-04 23 PT. MULTI  
POINT INSPECTION (05-3408 BILL ROTHBAUER-953-04

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 11200

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 07/25/2014

**Mileage:** 1514

**Warr Built Dt:** 03/12/2014

**Advisor:** 21 SANTANA WILLIAMS

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** Electrical system SATELLITE RADIO HAD NO SIGNAL NEAR ANY HILL OR BUILDING \*\*AVAILABLE UPDTATE FOR RADIO. FLASHED RADIO. (16-9624 TIM HAMMAR-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 25625

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 04/09/2015

**Mileage:** 5126

**Warr Built Dt:** 03/12/2014

**Advisor:** 21 SANTANA WILLIAMS

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** PERFORM RAPID RESPONSE TRANSMITTAL 14-108: 2014 DS 3.0L MIL DIAGNOSTIC/SYSTEM IMPROVEMENTS \*\*COMPLETED. (10-7921 DAN HORVAT-) PERFORM SOFTWARE UPDATE SOFTWARE FLASH FOR PTS \*\*COMPLETED. (10-7921 DAN HORVAT-) PERFORM SOFTWARE UPDATE SOFTWARE FLASH FOR PCM \*\*PERFORMED ON LINE ONE. (10-7921 DAN HORVAT-) Electrical system RADIO CUTS OUT (FM OR SATELLITE) AND DOES NOT ALWAYS LOAD WHEN FIRST STARTED, MAKES A BLIP NOISE \*\*UPDATE RADIO SOFTWARE. (10-7921 DAN HORVAT-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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Z8224531AH	RADIO -MULTI MEDIA	1	0.00	
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# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 26045

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 04/16/2015

**Mileage:** 5247

**Warr Built Dt:** 03/12/2014

**Advisor:** 21 SANTANA WILLIAMS

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** CUST STATES RADIO CUTS OUT, SOP HERE \*\*REPLACE RADIO. VERIFY REPAIR, GOOD. (16-9624 TIM HAMMAR-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available



# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 36212

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 10/16/2015

**Mileage:** 9809

**Warr Built Dt:** 03/12/2014

**Advisor:** 04 KEN MARQUETTE

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** PERFORM LUBE, OIL & FILTER SERVICE UP TO 13 QTS OF OIL (DIESEL ENGINE) 1ST. FREE (14- PATRICK KENT-) 23 PT. MULTI POINT INSPECTION DEF FLUID IS LOW NEEDS TO REFILL COSU \$10.25 A GALLON (14- PATRICK KENT-) PERFORM TIRE ROTATION & INFLATE TIRES TO PROPER PRESSURE (14- PATRICK KENT-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 11200

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 07/25/2014

**Mileage:** 1514

**Warr Built Dt:** 03/12/2014

**Advisor:** 21 SANTANA WILLIAMS

### Dealer Information

**Zone/Cd:** 42-69024

**Name:** BOB AND CHUCK EDDY ALFA ROMEO

**Address:** 14 N ANDERSON RD

YOUNGSTOWN, OH 445151702

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** Electrical system SATELLITE RADIO HAD NO SIGNAL NEAR ANY HILL OR BUILDING \*\*AVAILABLE UPDTATE FOR RADIO. FLASHED RADIO. (16-9624 TIM HAMMAR-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 94066

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 04/01/2014

**Mileage:** 9

**Warr Built Dt:** 03/12/2014

**Advisor:** 13 TAMMY S MCCARTNEY

### Dealer Information

**Zone/Cd:** 42-69024

**Name:** BOB AND CHUCK EDDY ALFA ROMEO

**Address:** 14 N ANDERSON RD

YOUNGSTOWN, OH 445151702

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** NEW CAR PREP COMPLETED NEW CAR PREP (55- DAVID BILLION-) new vehicle prep

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 94889

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 04/15/2014

**Mileage:** 10

**Warr Built Dt:** 03/12/2014

**Advisor:** 01

### Dealer Information

**Zone/Cd:** 42-69024

**Name:** BOB AND CHUCK EDDY ALFA ROMEO

**Address:** 14 N ANDERSON RD

YOUNGSTOWN, OH 445151702

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** ADD DEF (08-5765 PAUL BREEN-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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68035704AB

FLUID -DIESEL EXHAUST

2

8.19

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 99255

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 06/25/2014

**Mileage:** 1075

**Warr Built Dt:** 03/12/2014

**Advisor:** 21 SANTANA WILLIAMS

### Dealer Information

**Zone/Cd:** 42-69024

**Name:** BOB AND CHUCK EDDY ALFA ROMEO

**Address:** 14 N ANDERSON RD

YOUNGSTOWN, OH 445151702

**Phone:** 330 792-5221

### Service Narrative Information

**Customer Complaint:** PERFORM RECALL P15: CUSTOMER SATISFACTION NOTIFICATION P15 - REPROGRAM RADIO FREQUENCY HUB MODULE \*\*COMPLETED. (05-3408 BILL ROTHBAUER-953-04  
PERFORM RAPID RESPONSE TRANSMITTAL 14-037: 2014 DS 3.0L DIAGNOSTIC/SYSTEM IMPROVEMENTS FLASH \*\*COMPLETED. (05-3408 BILL ROTHBAUER-953-04 23 PT. MULTI  
POINT INSPECTION (05-3408 BILL ROTHBAUER-953-04

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Uncodable Claims Narratives Report#: 6477711200A1A

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** Ex. 6 - Personal Privacy

**Report#:** 6477711200A1A

**Zone/Cd:** 42-64777

**Model Year:** 2014

**Open Date:** 07/28/2014

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Make/Model:** RAM

**Mileage:** 1514

**Address:** 4850 MAHONING AVENUE

RAM 1500 SLT 4X4

**Warr Built Dt:** 03/12/2014

AUSTINTOWN, OH 445151617

DS6H98

**Supplier RP:**

**Phone:** 330 792-5221

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
85418701	NA	64.24	UC

### Service Narrative Information

**Narrative Information:**RADIO HAS NO SIGNAL ON HILL OR INSIDE BUILDING,UPDATE RADIO

# QNA - Quality Narrative Analyzer Detail Report

## Cair Narrative Report#: 026915973

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2014

**Make/Model:** RAM

RAM 1500 SLT 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C250304636)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M030492148)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 031221

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 05/02/2015

**Mileage:** 10000

**Warr Built Dt:** 03/12/2014

**Advisor:**

### Dealer Information

**Zone/Cd:** 42-64777

**Name:** BOB & CHUCK EDDY CHRYSLER DODG

**Address:** 4850 MAHONING AVENUE

AUSTINTOWN, OH 445151617

**Phone:** 330 792-5221

### CAIR Narratives - - Alert Code: Special investigation

Date

T-id

Narrative

2015-05-02

CAIR TYPE:C ,ORIGIN:C ,STATUS:C ,EAA PHOTO STATUS:\* ,SENT:0000-00-00,ALERT:\*

R01086315 Product >Electrical >uConnect Cellular System >Phone pairing issues

Briefly summarize why the customer is contacting Chrysler: Customer is

calling in because of issues with the uconnect. Briefly summarize what the customer is expecting: Customer would like to know

how to pair there phone. Agent advised the customer that currently there is an update for there uconnect and that it may be

causing the phone pairing issues. Agent advised the customer of driveuconnect.com Agent advised the customer of the

download process. Customer disconnected.

# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 521880

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2015

**Make/Model:** CHRYSLER

JEEP GRAND CHEROKEE LIMITED 4X

WKJP74

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C171433513)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M271458538)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 010910

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 12/12/2016

**Mileage:** 26633

**Warr Built Dt:** 01/09/2015

**Advisor:** 99689 MARC MILLER

### Dealer Information

**Zone/Cd:** 32-42762

**Name:** BONNEVILLE & SON INC

**Address:** 625 HOOKSETT RD

MANCHESTER, NH 031042642

**Phone:** 603 627-7831

603 624-9280

### Service Narrative Information

**Customer Complaint:**CUSTOMER STATES PLEASE PERFORM OPEN RECALL S27 CUSTOMER AUTHORIZES ANY ROUTINE SOFTWARE UPDATES THAT MAY BE AVAILABLE AND COVERED UNDER WARRANTY. CUSTOMER STATES COOLANT LEAK

**Cause:**LEAKING AT THE CAP

**Correction:**PCM 68234491AF to targeted part number 68294460AC TCM 68245312AD to targeted part number 68245312AF RFH 68240157AB to targeted part number 68240157AD IPC 68243182AC to targeted part number 68243182BC. TPM 08-024-15 68219831AC to targeted part number 68219831AD. BCM 08-112-15 68236140AD to targeted part number 68236140AG REPLACED THE RADIATOR CAP

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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05278767AB	CAP	-RADIATOR	1	11.09
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CH5278767-AB	CAP	-RADIATOR	1	11.09
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# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 63956

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2015

**Make/Model:**

GRAND CHEROKEE

WKJP74

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C171433513)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M271458538)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 010910

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 09/04/2015

**Mileage:** 40

**Warr Built Dt:** 01/09/2015

**Advisor:** 286 MARTIN;NATHAN

### Dealer Information

**Zone/Cd:** 32-42174

**Name:** ALLEN MELLO CHRYSLER JEEP DODG

**Address:** 13 MARMON DRIVE

NASHUA, NH 030605205

**Phone:** 603 888-7550

603 888-7644

### Service Narrative Information

**Customer Complaint:** PERFORM STATE INSPECTION FOR NCD OR UCD DEPT BRIANNA TOURVILLE 149 FAIRMOUNT ST NASHUA, NH 03064 PLATE NUMBER #1751369 CHRYSLER CAPITAL LEASE  
PERFORM NEW CAR CLEAN FOR DELIVERY DAVE DIAMOND DELIVERY BY SATURDAY 3PM INSTALL/REMOVE WHEEL LOCKS FOR DELIVERY Recall #: R40, Launch Date:  
07/24/2015 - RADIO SECURITY VULNERABILITY

**Cause:** 4170/40 The radios on about 1,410,000 of the above vehicles have certain software security vulnerabilities which could allow unauthorized third-party access to some networked vehicle control  
systems. Exploitation of the software security vulnerabilities could lead to exposing the driver, the vehicle occupants or any other individual or vehicle with proximity to the affected vehicle to a  
potential risk of injury.

**Correction:** comp si for delivery removed wheel locks Reprogram radio software 18-R4-01 -82 0.4 hours Related Operations Create USB Jump Drive from CD or UCONNECT Website 18-R4-01 -50 0.2  
hours

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: FC67543701

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** Ex. 6 - Personal Privacy

**Report#:** FC67543701

**Zone/Cd:** 32-42174

**Model Year:** 2015

**Open Date:** 09/08/2015

**Name:** ALLEN MELLO CHRYSLER JEEP DODG

**Make/Model:**

**Mileage:** 0

**Address:** 13 MARMON DRIVE

GRAND CHEROKEE

**Warr Built Dt:** 01/09/2015

NASHUA, NH 030605205

WKJP74

**Supplier RP:**

**Phone:** 603 888-7550

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

603 888-7644

#:C171433513)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M271458538)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 010910

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend to a friend or colleague?

Score: 07 (Neutral)

Q2. Please rate your satisfaction with your GRAND CHEROKEE on a scale of 0 to 10.

Score: 08 (Neutral)

Q3. Please rate your satisfaction with your experience at ALLEN MELLO CHRYSLER JEEP DODG on a scale of 0 to 10.

Score: 07 (Neutral)

Q15. Rate your satisfaction with UConnect features and operation.

99 - Refused/Left Blank

Q16. Please rate your comfort level with the UConnect technology?

99 - Refused/Left Blank

Q17. Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

99 - Refused

SURVEY COMPLETED 2015-09-09 09:07:44, CUSTOMER ID:728417095, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report  
Continuous Quality Insight Report#: 6843841

Vehicle Information	Repair Information	Dealer Information
<b>VIN:</b> Ex. 6 - Personal Privacy	<b>Report#:</b> 6843841	<b>Zone/Cd:</b> ZZ-19028
<b>Model Year:</b> 2015	<b>Open Date:</b> 10/20/2015	<b>Name:</b> CHRYSLER CORPORATION
<b>Make/Model:</b> GRAND CHEROKEE WKJP74	<b>Mileage:</b> 0 <b>Warr Built Dt:</b> 01/09/2015	<b>Address:</b> 800 CHRYSLER DRIVE AUBURN HILLS, MI 48326-2757
<b>Engine:</b> EXF-3.0L V6 TURBO DIESEL ENGINE (Ser #:C171433513)	<b>Supplier RP:</b>	<b>Phone:</b> INACTIVE
<b>Transmission:</b> DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser #:M271458538)		
<b>Plant:</b> JEFFERSON NORTH ASSEMBLY PLANT		
<b>MDH:</b> 010910		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CONTINUOUS QUALITY INSIGHT

53A01>Welcome

Please tell us how many miles are currently on your vehicle:

\* 3,000-4,999.

58A01>Welcome

Has this vehicle been taken to a dealer to have any trouble(s) corrected or explained?



\* No.

05A01]Welcome

Are you the primary driver of this vehicle?

\* Yes.

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 52276

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2015

**Make/Model:** RAM

RAM 1500 SLT CREW CAB 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C240438856)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M317474842)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 010813

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 04/28/2016

**Mileage:** 21833

**Warr Built Dt:** 01/08/2015

**Advisor:** 88 JODI E TRUPIANO

### Dealer Information

**Zone/Cd:** 42-45606

**Name:** MILNES CHRYSLER DODGE JEEP RAM

**Address:** 2093 S VAN DYKE RD

IMLAY CITY, MI 484449702

**Phone:** 810 724-0444

810 721-4144

### Service Narrative Information

**Customer Complaint:** DIESEL LUBE, OIL, AND FILTER PLUS TAX AND SHOP SUPPLIES \*\*\*\*\* ECOBOOST DIESEL (01-665 TSORENTINO-) MULTI-POINT INSPECTION (01-665 TSORENTINO-)

**Cause:**

**Correction:**

<b>Parts List:</b>	Part Number	Part Description	Quantity	Cost/Unit
68229402AA	FILTER	-ENGINE OIL	1	42.00
68001334PB	OIL	-5W30	11	7.49

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 50225

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2015

**Make/Model:** RAM

RAM 1500 SLT CREW CAB 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C240438856)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M317474842)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 010813

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 01/25/2016

**Mileage:** 14260

**Warr Built Dt:** 01/08/2015

**Advisor:** 33 LAUREN LEONOWICZ

### Dealer Information

**Zone/Cd:** 42-45606

**Name:** MILNES CHRYSLER DODGE JEEP RAM

**Address:** 2093 S VAN DYKE RD

IMLAY CITY, MI 484449702

**Phone:** 810 724-0444

810 721-4144

### Service Narrative Information

**Customer Complaint:** CUSTOMER STATES: SOFTWARE FLASH FOR PCM (01-665 TSORENTINO-) DIESEL LUBE, OIL, AND FILTER \$59.95 PLUS TAX AND SHOP SUPPLIES (01-665 TSORENTINO-) MULTI-POINT INSPECTION \*\*\* EXTRA OIL (01-665 TSORENTINO-)

**Cause:**

**Correction:**

<b>Parts List:</b>	Part Number	Part Description	Quantity	Cost/Unit
68001334PB	OIL -5W30	11	9.00	
68229402AA	FILTER -ENGINE OIL	1	61.50	

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 48027

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2015

**Make/Model:** RAM

RAM 1500 SLT CREW CAB 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C240438856)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M317474842)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 010813

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 10/29/2015

**Mileage:** 10516

**Warr Built Dt:** 01/08/2015

**Advisor:** 33 LAUREN LEONOWICZ

### Dealer Information

**Zone/Cd:** 42-45606

**Name:** MILNES CHRYSLER DODGE JEEP RAM

**Address:** 2093 S VAN DYKE RD

IMLAY CITY, MI 484449702

**Phone:** 810 724-0444

810 721-4144

### Service Narrative Information

**Customer Complaint:** RRT #15-088 \*\* \*\* \*\* REPROGRAM PER RRT (65-5835 PGOLDER-) R 40 RADIO SECURITY UPDATE \*\* \*\* \*\* PERFORMED SECURITY UPDATE PER RECALL (65-5835 PGOLDER-) LUBE, OIL, AND FILTER PERFORM FULL SERVICE LUBE, OIL, FILTER TOP OFF ALL FLUIDS (06-2903 BDEWEY-) TIRE ROTATION \$10.00 (06-2903 BDEWEY-) The Manufacturer recommends that you rotate your tires every 6,000 miles. MULTI-POINT INSPECTION \*\*\* EXTRA OIL (06-2903 BDEWEY-) TRANSMISSION UPDATE REQUIRED BY RRT \*\* \*\* \*\* PERFORM TSB 18-019-15 PERFORM TSB 21-014-15 (65-5835 PGOLDER-)

**Cause:**

**Correction:**

<b>Parts List:</b>	Part Number	Part Description	Quantity	Cost/Unit
68229402AA	FILTER -ENGINE OIL	1	40.59	
68001334PB	OIL -5W30	11	7.15	



# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 45505

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2015

**Make/Model:** RAM

RAM 1500 SLT CREW CAB 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

#:C240438856)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M317474842)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 010813

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 07/15/2015

**Mileage:** 5436

**Warr Built Dt:** 01/08/2015

**Advisor:** 44 DYLAN B RIBBLE

### Dealer Information

**Zone/Cd:** 42-45606

**Name:** MILNES CHRYSLER DODGE JEEP RAM

**Address:** 2093 S VAN DYKE RD

IMLAY CITY, MI 484449702

**Phone:** 810 724-0444

810 721-4144

### Service Narrative Information

**Customer Complaint:** LUBE, OIL, FILTER CHANGE FIRST ONE FREE (12-3666 TCOOTE-) MULTI-POINT INSPECTION \*\*\* EXTRA OIL (12-3666 TCOOTE-)

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Incident Disposition System Narratives Report#: 41558

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2015

**Make/Model:** RAM

RAM 1500 SLT CREW CAB 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C240438856)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M317474842)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 010813

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 01/15/2015

**Mileage:** 9

**Warr Built Dt:** 01/08/2015

**Advisor:** 44 DYLAN B RIBBLE

### Dealer Information

**Zone/Cd:** 42-45606

**Name:** MILNES CHRYSLER DODGE JEEP RAM

**Address:** 2093 S VAN DYKE RD

IMLAY CITY, MI 484449702

**Phone:** 810 724-0444

810 721-4144

### Service Narrative Information

**Customer Complaint:** NEW VEHICLE PREP-PAYS 1.2 (95-8538 OGAMEZ-) INSTALL BEDLINER (95-8538 OGAMEZ-) INSTALL BEDLINER

**Cause:**

**Correction:**

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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\*\* No Parts Information Available

# QNA - Quality Narrative Analyzer Detail Report

## Cair Narrative Report#: 027310977

### Vehicle Information

### Repair Information

### Dealer Information

VIN: Ex. 6 - Personal Privacy

Customer: ,

Zone/Cd: 42-45606

Model Year: 2015

Repair Date: 07/06/2015

Name: MILNES CHRYSLER DODGE JEEP RAM

Make/Model: RAM

Mileage: 4500

Address: 2093 S VAN DYKE RD

RAM 1500 SLT CREW CAB 4X4

Warr Built Dt: 01/08/2015

IMLAY CITY, MI 484449702

DS6H98

Advisor:

Phone: 810 724-0444

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

810 721-4144

#:C240438856)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M317474842)

Plant: WARREN TRUCK ASSEMBLY PLANT 1

MDH: 010813

### CAIR Narratives - - Alert Code: Special investigation

<u>Date</u>	<u>T-id</u>	<u>Narrative</u>
2015-07-08		CAIR TYPE:C ,ORIGIN:C ,STATUS:C ,EAA PHOTO STATUS:* ,SENT:0000-00-00,ALERT:* R01081100 Product >Electrical >Remote/Key Fob >Default
2015-07-06	T4766AL	Briefly summarize why the customer is contacting Chrysler: The customer contacted Chrysler because he is seeking reimbursement. Briefly summarize what the customer is expecting: The customer expects Chrysler to reimburse him. The customer states yesterday his keys were locked inside the vehicle. The customer states he could not contact Roadside Assistance because he could not get into the truck to press the Roadside button, and his phone was also locked inside. The customer states he called Phil's Towing for assistance. The customer states Phil's Towing is the only company in the phonebook open on Sunday. The customer states the bill was \$103 and his insurance company will not cover it. Agent spoke with TL EM1187. TL stated the customer could not be reimbursed. Agent advised the customer of the information. The customer got upset and asked for a Supervisor. Agent spoke with TL SG893. SG893 advised Agent she will reimburse the customer to keep him happy because the file shows 6 household vehicles. Agent advised the customer of the information. Agent provided the case # and fax #. Agent advised the customer to send in the receipt. Reassign to SG893 once

2015-07-07

SSZ1100

documents have been received.

POSTMARK DATE: 070715; DATE RECEIVED: 070715

----- Writer notes that the customer's documents have arrived via; fax. As per line: 18, writer is reassigning the case to SG893. -----

Reimbursement \$103.00

# QNA - Quality Narrative Analyzer Detail Report

## Customer Promoter Score Report#: FS57500501

### Vehicle Information

### Repair Information

### Dealer Information

**VIN:** Ex. 6 - Personal Privacy

**Report#:** FS57500501

**Zone/Cd:** 42-45606

**Model Year:** 2015

**Open Date:** 05/01/2015

**Name:** MILNES CHRYSLER DODGE JEEP RAM

**Make/Model:** RAM

**Mileage:** 0

**Address:** 2093 S VAN DYKE RD

RAM 1500 SLT CREW CAB 4X4

**Warr Built Dt:** 01/08/2015

IMLAY CITY, MI 484449702

DS6H98

**Supplier RP:**

**Phone:** 810 724-0444

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser

810 721-4144

#:C240438856)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser

#:M317474842)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 010813

### Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
** No Parts Information Available					

### Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

### CPS Narrative Information

**Narrative Information:** Q1. How willing are you to recommend RAM to a friend or colleague?

Score: 10 (Promoter)

Q2. Please rate your satisfaction with your RAM 1500 SLT CREW CAB 4X4 on a scale of 0 to 10.

Score: 10 (Promoter)

Q3. Please rate your satisfaction with your experience at MILNES CHRYSLER DODGE JEEP RAM on a scale of 0 to 10.

Score: 08 (Neutral)

Q4. 1 Other C/D/J dealership shopped in person or online. 45178 - JIM RIEHL'S FRIENDLY CHRYSLER

004. Poor use of my time

006. Didn't follow up with me

009. Inconvenient location for me

012. Previous relationship or Referral

Q15. Rate your satisfaction with UConnect features and operation.

99 - Refused/Left Blank

Q16. Please rate your comfort level with the UConnect technology?

99 - Refused/Left Blank

Q17. Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

99 - Refused

SURVEY COMPLETED 2015-05-07 17:02:21, CUSTOMER ID:012361292, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT),  
LANGUAGE:00



# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 3396062

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2016

**Make/Model:** JEEP

GRAND CHEROKEE OVERLAND 4X4

WKJS74

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C276543091)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M132582681)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 012714

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 08/12/2016

**Mileage:** 6834

**Warr Built Dt:** 01/27/2016

**Advisor:** 287 Bradon Rogers

### Dealer Information

**Zone/Cd:** 70-68737

**Name:** CHAPMAN CHRYSLER JEEP LLC

**Address:** 930 AUTO SHOW DR

HENDERSON, NV 890146721

**Phone:** 702 558-3000

### Service Narrative Information

**Customer Complaint:** RECALL CUSTOMER REQUESTS THAT WE CHECK FOR ALL AVAILABLE PERFORM MULTI POINT INSPECTION SUBLET

**Cause:**

**Correction:** 08S28182 - 08S28182

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
-------------	-------------	------------------	----------	-----------

CBD0S281AA	SHIFTER -TRANSMISSION	1	90.20	
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# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 3396050

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2016

**Make/Model:** JEEP

GRAND CHEROKEE OVERLAND 4X4

WKJS74

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C276543091)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M132582681)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 012714

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 08/12/2016

**Mileage:** 6834

**Warr Built Dt:** 01/27/2016

**Advisor:** 287 Bradon Rogers

### Dealer Information

**Zone/Cd:** 70-68737

**Name:** CHAPMAN CHRYSLER JEEP LLC

**Address:** 930 AUTO SHOW DR

HENDERSON, NV 890146721

**Phone:** 702 558-3000

### Service Narrative Information

**Customer Complaint:**ENGINE OIL SERVICE , INLCUDES UP TO 7 QTS OF MISCELLANEOUS PERFORM MULTI POINT INSPECTION ROTATE TIRES. RECALL

**Cause:**

**Correction:**BOLTS SOP

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
-------------	-------------	------------------	----------	-----------

550019921		2	35.99	
68229402AA	FILTER -ENGINE OIL	1	63.45	



# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 3378457

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2016

**Make/Model:** JEEP

GRAND CHEROKEE OVERLAND 4X4

WKJS74

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C276543091)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M132582681)

**Plant:** JEFFERSON NORTH ASSEMBLY PLANT

**MDH:** 012714

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 03/07/2016

**Mileage:** 1482

**Warr Built Dt:** 01/27/2016

**Advisor:** 287 Bradon Rogers

### Dealer Information

**Zone/Cd:** 70-68737

**Name:** CHAPMAN CHRYSLER JEEP LLC

**Address:** 930 AUTO SHOW DR  
HENDERSON, NV 890146721

**Phone:** 702 558-3000

### Service Narrative Information

**Customer Complaint:** MISCELLANEOUS PERFORM MULTI POINT INSPECTION

**Cause:**

**Correction:** 25080140 - 25080140

Parts List:	Part Number	Part Description	Quantity	Cost/Unit
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68035704AC	FLUID -DIESEL EXHAUST	1	10.94	
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68035704AC	FLUID -DIESEL EXHAUST	1	10.25	
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# QNA - Quality Narrative Analyzer Detail Report

## Cair Narrative Report#: 029043182

### Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2016

Make/Model: JEEP

GRAND CHEROKEE OVERLAND 4X4

WKJS74

Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C276543091)

Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M132582681)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 012714

### Repair Information

Customer: Ex. 6 - Personal Privacy

Repair Date: 04/05/2016

Mileage: 2500

Warr Built Dt: 01/27/2016

Advisor:

### Dealer Information

Zone/Cd: 70-68737

Name: CHAPMAN CHRYSLER JEEP LLC

Address: 930 AUTO SHOW DR

HENDERSON, NV 890146721

Phone: 702 558-3000

### CAIR Narratives - - Alert Code: Special investigation

Date

T-id

Narrative

2016-04-05

CAIR TYPE:C ,ORIGIN:C ,STATUS:C ,EAA PHOTO STATUS:\* ,SENT:0000-00-00,ALERT:\*

R04150000 Corporate >Recall >Default >Default

Customer called to see if S16 recall is on vehicle.

Agent reviewed D-mail for S16 in AC 23784 and customer does not have sales code associated with recall since a list of vins is not yet available. Agent advised customer, customer thanked agent.

# QNA - Quality Narrative Analyzer Detail Report

## Cair Narrative Report#: 028809183

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy  
**Model Year:** 2016  
**Make/Model:** JEEP  
GRAND CHEROKEE OVERLAND 4X4  
WKJS74  
**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C276543091)  
**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M132582681)  
**Plant:** JEFFERSON NORTH ASSEMBLY PLANT  
**MDH:** 012714

### Repair Information

**Customer:** Ex. 6 - Personal Privacy  
**Repair Date:** 02/25/2016  
**Mileage:** 0  
**Warr Built Dt:** 01/27/2016  
**Advisor:**

### Dealer Information

**Zone/Cd:** 70-68737  
**Name:** CHAPMAN CHRYSLER JEEP LLC  
**Address:** 930 AUTO SHOW DR  
HENDERSON, NV 890146721  
**Phone:** 702 558-3000

### CAIR Narratives - - Alert Code: Special investigation

Date	T-id	Narrative
2016-03-03		CAIR TYPE:C ,ORIGIN:O ,STATUS:C ,EAA PHOTO STATUS:* ,SENT:0000-00-00,ALERT:* R04501601 Corporate >Outbound >New Vehicle Follow Up >Jeep Wave R04501601 Corporate >Outbound >New Vehicle Follow Up >Jeep Wave
2016-02-25	SSZ126B	JEEP WAVE ENROLLMENT - CAIR CREATED ****Outbound Contact 1st Attempt **** Contacted customer at Ex. 6 - Personal Privacy and left below message. I am calling from the Jeep Wave Premium Care. Congratulations on the purchase of your new Jeep, and the automatic enrollment into the Jeep Wave program! Please give us a call at 844-533-7928 (844-Jeep-Wave) to discuss the benefits of this program. We will be glad to cover any questions you may have.
2016-03-02	T8240SG	****Outbound Contact 2nd Attempt **** Contacted customer at Ex. 6 - Personal Privacy and left below message. I am calling from the Jeep Wave Premium Customer Service. Congratulations on the purchase of your new Jeep and automatic enrollment into the Jeep Wave program! If you have any questions or ever need any assistance with your new Jeep or want to know more about the Jeep Wave program, please give us a call at 844-533-7928. We will be glad to cover any questions you may have. Thank you
2016-03-03	T8240SG	

again for your purchase, and don't hesitate to give us a call!

QNA - Quality Narrative Analyzer Detail Report  
Dealership Service RO Report#: 272973

Vehicle Information

VIN: Ex. 6 - Personal Privacy

Model Year: 2016  
Make/Model: RAM  
RAM 1500 SLT CREW CAB 4X4  
DS6H98  
Engine: EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C0746B5798)  
Transmission: DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M057690252)  
Plant: WARREN TRUCK ASSEMBLY PLANT 1  
MDH: 042608

Repair Information

Customer: Ex. 6 - Personal Privacy

Repair Date: 10/18/2016  
Mileage: 4890  
Warr Built Dt: 04/26/2016  
Advisor: 72784 VERONICA NICOL

Dealer Information

Zone/Cd: 66-44264  
Name: SPARTANBURG CHRYSLER DODGE JEE  
Address: 1035 NORTH CHURCH ST EXT  
SPARTANBURG, SC 293032714  
Phone: 864 580-2400

Service Narrative Information

Customer Complaint: CERTIFIED PERFORM PRE-OWNED VEHICLE INSPECTION ADVISE NEEDED MAINTENANCE OR REPAIRS A.S.A.P. PERFORM EXPRESS OIL AND FILTER CHANGE ROTATE TIRES  
PCM FLASH IPC FLASH BCM FLASH  
Cause: TSB 09-00-00-90 TSB TSB  
Correction: COMPLETED COMPLETED OIL AND FILTER CHANGE ROTATION COMPLETE 09-00-00-90 .9 18-19-47-AF .5 18-19-02-B4 .2

Parts List:		Part Number	Part Description	Quantity	Cost/Unit
68147411PA		ROT 5W40	-5W40 TURBO DIESEL 9	66.78	

# QNA - Quality Narrative Analyzer Detail Report

## Dealership Service RO Report#: 272848

### Vehicle Information

**VIN:** Ex. 6 - Personal Privacy

**Model Year:** 2016

**Make/Model:** RAM

RAM 1500 SLT CREW CAB 4X4

DS6H98

**Engine:** EXF-3.0L V6 TURBO DIESEL ENGINE (Ser  
#:C0746B5798)

**Transmission:** DFD-8-SPD AUTO 8HP70 TRANS (BUY) (Ser  
#:M057690252)

**Plant:** WARREN TRUCK ASSEMBLY PLANT 1

**MDH:** 042608

### Repair Information

**Customer:** Ex. 6 - Personal Privacy

**Repair Date:** 10/14/2016

**Mileage:** 4888

**Warr Built Dt:** 04/26/2016

**Advisor:** 64487 VICTORIA BROWN

### Dealer Information

**Zone/Cd:** 66-44264

**Name:** SPARTANBURG CHRYSLER DODGE JEE

**Address:** 1035 NORTH CHURCH ST EXT

SPARTANBURG, SC 293032714

**Phone:** 864 580-2400

### Service Narrative Information

**Customer Complaint:**(Replace synthetic diesel engine oil and filter) (Multi-point inspection according to maintenance interval)

**Cause:**COURTESY INSPECTION

**Correction:**COMPLETED COMPLETED INSPECTION

<b>Parts List:</b>	<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>	<b>Cost/Unit</b>
--------------------	--------------------	-------------------------	-----------------	------------------

CH68218065-AA	OIL -5W40	11	5.67	
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CH68229402-AA	FILTER -ENGINE OIL	1	41.86	
---------------	--------------------	---	-------	--

**To:** 'Fuentes, Mark@ARB'[mfuentes@arb.ca.gov]; Hebert, Annette@ARB[annette.hebert@arb.ca.gov]; Regenfuss, Mike@ARB[michael.regenfuss@arb.ca.gov]; Montes, Thomas@ARB[thomas.montes@arb.ca.gov]; Lourenco, Jackie@ARB[Jackie.Lourenco@arb.ca.gov]; Nguyen, Duc@ARB[Duc.Nguyen@arb.ca.gov]; Lemieux, Sharon@ARB[sharon.lemieux@arb.ca.gov]; Sardar, Satya@ARB[satya.sardar@arb.ca.gov]; Binder, Gregory@ARB[gregory.binder@arb.ca.gov]; Yacoubian, Lisa@ARB[lisa.yacoubian@arb.ca.gov]; Hermano, Dean@ARB[dean.hermano@arb.ca.gov]; Kiyota, Diane@ARB[diane.kiyota@arb.ca.gov]; Kamel, Alexandra@ARB[Alexandra.Kamel@arb.ca.gov]; Livingston, Aron@ARB[aron.livingston@arb.ca.gov]; Judith.Fiorentini@doj.ca.gov[Judith.Fiorentini@doj.ca.gov]; Jon Worm[Jon.Worm@doj.ca.gov]; Laurel.Carnes@doj.ca.gov[Laurel.Carnes@doj.ca.gov]; Bunker, Byron[bunker.byron@epa.gov]; Wehrly, Linc[wehrly.linc@epa.gov]; Chernoby Mark (FCA)[mark.chernoby@fcagroup.com]; Jones Kyle M (FCA)[kyle.m.jones@fcagroup.com]; Dalton, Joel[Dalton.Joel@epa.gov]; Ball, Joel[ball.joel@epa.gov]; Stark Cheryl (FCA)[cheryl.stark@fcagroup.com]; Gibson Randolph (FCA)[Randolph.Gibson@fcagroup.com]

**From:** Mazure Steve (FCA)

**Sent:** Thur 3/30/2017 7:19:32 PM

**Subject:** RE: FCA Weekly Update - Updated meeting minute responses and status  
[MY17 3.0I V6 Diesel AECD Document\\_Rev42.pdf](#)  
[20170328\\_Calibration comparison\\_Cal3vsCal2.pdf](#)  
[Notes from CARB Meting March 13 2017\\_0328responses.pdf](#)

Here are the latest responses to the outstanding issues as the team works to address all items:

- Attachment 1 > Updated minutes from the 3/13/17 meeting with imbedded responses
- Attachment 2 > Updated AECD list with minor changes from CAL3 highlighted in yellow.
- Attachment 3 > Responses to 3/17/17 email from Duc/Lucky regarding CAL3 changes overview

Please let us know if you have any comments or concerns so they can be addressed ASAP.

## Steven R. Mazure

Senior Manager  
Vehicle Environmental Certification/Homologation  
FCA US LLC  
Phone: 248-576-5471



-----Original Appointment-----

**From:** Fuentes, Mark@ARB [<mailto:mfuentes@arb.ca.gov>]

**Sent:** Friday, March 24, 2017 3:00 AM

**To:** Fuentes, Mark@ARB; Hebert, Annette@ARB; Regenfuss, Mike@ARB; Montes, Thomas@ARB;

Lourenco, Jackie@ARB; Nguyen, Duc@ARB; Lemieux, Sharon@ARB; Sardar, Satya@ARB; Binder, Gregory@ARB; Yacoubian, Lisa@ARB; Hermano, Dean@ARB; Kiyota, Diane@ARB; Kamel, Alexandra@ARB; Livingston, Aron@ARB; [Judith.Fiorentini@doj.ca.gov](mailto:Judith.Fiorentini@doj.ca.gov); Jon Worm; [Laurel.Carnes@doj.ca.gov](mailto:Laurel.Carnes@doj.ca.gov); Bunker, Byron ([bunker.byron@epa.gov](mailto:bunker.byron@epa.gov)); 'Wehrly, Linc' ([wehrly.linc@epa.gov](mailto:wehrly.linc@epa.gov)); Chernoby Mark (FCA); Mazure Steve (FCA); Jones Kyle M (FCA); Dalton, Joel ([Dalton.Joel@epa.gov](mailto:Dalton.Joel@epa.gov)); Ball, Joel ([ball.joel@epa.gov](mailto:ball.joel@epa.gov))

**Subject:** FCA Weekly Update

**When:** Tuesday, March 28, 2017 1:00 PM-2:00 PM (UTC-08:00) Pacific Time (US & Canada).

**Where:** ARB Conference Room 107 (AN2)

Ex. 6 - Personal Privacy



**To:** Fuentes, Mark@ARB[mfuentes@arb.ca.gov];  
'mark.fuentes@arb.ca.gov'['mark.fuentes@arb.ca.gov']; Montes,  
Thomas@ARB[thomas.montes@arb.ca.gov]; Regenfuss, Mike@ARB[michael.regenfuss@arb.ca.gov];  
Nguyen, Duc@ARB[Duc.Nguyen@arb.ca.gov]; Lourenco, Jackie@ARB[Jackie.Lourenco@arb.ca.gov];  
Hebert, Annette@ARB[annette.hebert@arb.ca.gov]; Bunker, Byron[bunker.byron@epa.gov]; Wehrly,  
Linc[wehrly.linc@epa.gov]; Ball, Joel[ball.joel@epa.gov]; Dalton, Joel[Dalton.Joel@epa.gov]; Yacoubian,  
Lisa@ARB[lisa.yacoubian@arb.ca.gov]; Woo, Karen@ARB[kwoo@arb.ca.gov];  
'sharon.lemieux@arb.ca.gov'['sharon.lemieux@arb.ca.gov']; Adams,  
Lawson@ARB[lawson.adams@arb.ca.gov]; Benedict, Lucky@ARB[Lucky.benedict@arb.ca.gov];  
Shields, Robert@ARB[Robert.Shields@arb.ca.gov]; Kiyota, Diane@ARB[diane.kiyota@arb.ca.gov];  
Jones Kyle M (FCA)[kyle.m.jones@fcagroup.com]; Saltzbar, Ilana  
(ISaltzbar@KSLAW.com)[ISaltzbar@KSLAW.com]; Chernoby Mark  
(FCA)[mark.chernoby@fcagroup.com]; Wojtkowicz Scott (FCA)[scott.wojtkowicz@fcagroup.com]; Palma  
Emanuele (FCA)[emanuele.palma@fcagroup.com]; Hennessy Dan (FCA)[dan.hennessy@fcagroup.com];  
Shost Mark (FCA)[mark.shost@fcagroup.com]  
**From:** Stark Cheryl (FCA)  
**Sent:** Tue 6/13/2017 7:24:00 PM  
**Subject:** FCA 2017 3.0L Diesel DS materials for today's 4PM meeting  
[Change Log Rev 55 to Rev 56 rev 2.pdf](#)  
[FCA 2017 Ram Grand Cherokee light duty diesel AECD-06-11 version 56 rev 2.pdf](#)  
[DRAFT 2017 Ram and Grand Cherokee Diesel Functional Changes CJS June 13 rev5.pdf](#)

Hi everyone,

Please find attached the materials for the 4PM / 1PM meeting today.

1) The big deck:

You can find the updated slides by searching for 06/13/17.

For convenience, I've summarized the UPDATED slides here: 2,7,8,21,39,42,55,56,71,74,177  
and ADDED Slides: 188 thru 208

2) Updated AECD document – the main deck and the revision log for version 56.

I will likely have another new small file to send.

Regards,

Cheryl Stark

Director – Vehicle Environmental Compliance

Fiat Chrysler Automobiles

Cell: 248-821-9565

**To:** Mazure Steve (FCA)[steve.mazure@fcagroup.com];  
'mark.fuentes@arb.ca.gov'['mark.fuentes@arb.ca.gov']; 'Montes, Thomas@ARB'  
(thomas.montes@arb.ca.gov)[thomas.montes@arb.ca.gov]; 'Regenfuss, Mike@ARB'  
(michael.regenfuss@arb.ca.gov)' (michael.regenfuss@arb.ca.gov)[michael.regenfuss@arb.ca.gov];  
'Nguyen, Duc@ARB' (Duc.Nguyen@arb.ca.gov)[Duc.Nguyen@arb.ca.gov]; 'Lourenco, Jackie@ARB'  
(Jackie.Lourenco@arb.ca.gov)[Jackie.Lourenco@arb.ca.gov]; 'Hebert, Annette@ARB'  
(annette.hebert@arb.ca.gov)' (annette.hebert@arb.ca.gov)[annette.hebert@arb.ca.gov]; Bunker,  
Byron[bunker.byron@epa.gov]; Wehrly, Linc[wehrly.linc@epa.gov]; Ball, Joel[ball.joel@epa.gov]; Dalton,  
Joel[Dalton.Joel@epa.gov]; Yacoubian, Lisa@ARB[lisa.yacoubian@arb.ca.gov]; Woo, Karen@ARB  
(kwoo@arb.ca.gov)[kwoo@arb.ca.gov]; 'sharon.lemieux@arb.ca.gov'['sharon.lemieux@arb.ca.gov'];  
'Adams, Lawson@ARB (lawson.adams@arb.ca.gov)'  
(lawson.adams@arb.ca.gov)[lawson.adams@arb.ca.gov]; 'Benedict, Lucky@ARB'  
(Lucky.benedict@arb.ca.gov)' (Lucky.benedict@arb.ca.gov)[Lucky.benedict@arb.ca.gov]; 'Shields,  
Robert@ARB' (Robert.Shields@arb.ca.gov)[Robert.Shields@arb.ca.gov]; 'Kiyota, Diane@ARB'  
(diane.kiyota@arb.ca.gov)' (diane.kiyota@arb.ca.gov)[diane.kiyota@arb.ca.gov]; Jones Kyle M  
(FCA)[kyle.m.jones@fcagroup.com]; Saltzbar, Ilana (ISaltzbar@KSLAW.com)[ISaltzbar@KSLAW.com];  
Chernoby Mark (FCA)[mark.chernoby@fcagroup.com]; Wojtkowicz Scott  
(FCA)[scott.wojtkowicz@fcagroup.com]  
**From:** Stark Cheryl (FCA)  
**Sent:** Thur 6/1/2017 7:37:09 PM  
**Subject:** 2017 3.0L Diesel DS - June 1 information update  
DRAFT 2017 Ram and Grand Cherokee Diesel Functional Changes CJS June 1 2017 rev4.pdf

Hi everyone,

Please find attached updates to our larger presentation deck.

You can see new information provided since our last update of the larger deck (since May 23) by searching on "06/01". Some of this information was provided in stand alone documents, and some is here for the first time – each slide referencing "06/01" should note which is which.

<b>Ex. 4 - CBI</b>	
<b>Ex. 4 - CBI</b>	I believe that the data requested is shown on slide 113 (copied below for reference). Please review this slide and confirm is there additional information or data that is required and we will provide it.

Also as a follow up today's conference call, I will be sending out details of our demonstration testing planned and will ask for confirmation that we have a common understanding as an outcome of our meeting today.

As always, let me know if there are follow up questions for the updates provided.

Regards,

Cheryl Stark

Director – Vehicle Environmental Compliance

Fiat Chrysler Automobiles

Cell: 248-821-9565

**Ex. 4 - CBI**

**To:** Anderson, Tom[Anderson.Tom@epa.gov]; Ball, Joel[ball.joel@epa.gov]; Cieslak, Kim[cieslak.kim@epa.gov]; Environment Canada Mailbox[Emission-Verification@ec.gc.ca]; Garrison, Bruce[garrison.bruce@epa.gov]; Good, David[good.david@epa.gov]; Haynes, Ben[haynes.ben@epa.gov]; Helmer, Kent[Helmer.Kent@epa.gov]; Jackson, Cleophas[jackson.cleophas@epa.gov]; Liebner, Bernd[liebner.bernd@epa.gov]; Peralta, Maria[Peralta.Maria@epa.gov]; Piotrowski, Greg[piotrowski.greg@epa.gov]; Schenk, Charles[schenk.charles@epa.gov]; sharon lem (Sharon.Lemieux@arb.ca.gov)[Sharon.Lemieux@arb.ca.gov]; Snyder, Jim[Snyder.Jim@epa.gov]; Spieth, John[Spieth.John@epa.gov]; Vanamburg, David[vanamburg.david@epa.gov]; Yarosz, Jim[yarosz.jim@epa.gov]  
**From:** Sohacki, Lynn  
**Sent:** Wed 7/1/2015 12:46:41 PM  
**Subject:** EPA's in-use testing list  
[07-01-2015.xlsx](#)

Hi.

A list of EPA's in-use classes is attached. Please let me know if you have any questions.

Thanks,

Lynn Sohacki

Compliance Division

Environmental Protection Agency

734-214-4851

734-214-4869 fax

**To:** Ball, Joel[ball.joel@epa.gov]  
**Cc:** Dalton, Joel[Dalton.Joel@epa.gov]  
**From:** Rakicki Dennis (FCA)  
**Sent:** Mon 6/22/2015 6:03:20 PM  
**Subject:** RE: Emissions Warranty Issue on 2014 Ram 1500 Ecodiesel

Hi Joel,

The owner was contacted last week about the warranty claim and is being reimbursed for his expenses.

Thanks again for bringing this to our attention.

Dennis

**From:** Rakicki Dennis (FCA)  
**Sent:** Monday, June 15, 2015 10:29 AM  
**To:** 'Ball, Joel'  
**Cc:** 'Dalton, Joel'  
**Subject:** RE: Emissions Warranty Issue on 2014 Ram 1500 Ecodiesel

Hello Joel,

Thanks for the information. I will have the appropriate people look into this and follow-up with you.

Dennis



**Dennis Rakicki**

Vehicle Safety & Regulatory Compliance

Emissions Compliance

**FCA US LLC**

CIMS 482-00-81

800 Chrysler Drive

Auburn Hills, MI 48326-2757

Telephone: +1 (248) 576- 5468

Email: [dennis.rakicki@fcagroup.com](mailto:dennis.rakicki@fcagroup.com)

**From:** Ball, Joel [<mailto:ball.joel@epa.gov>]  
**Sent:** Friday, June 12, 2015 4:06 PM  
**To:** Rakicki Dennis (FCA)  
**Cc:** Dalton, Joel  
**Subject:** FW: Emissions Warranty Issue on 2014 Ram 1500 Ecodiesel

Hi Dennis,

I was contacted by Ex. 6 - Personal Privacy the owner of a Ram 1500 Diesel who was charged over \$1,300 to repair his vehicle even though it was well within the 2 year/ 24,000 mile warranty. Apparently the dealership asserted that he used improper DEF because it was not a Mopar product even though he provided documentation showing that he used API certified DEF fluid which is an acceptable fluid according to the Ram 1500 Owner's Manual.

As you are aware, the clean air act does not allow a manufacture "to provide directly or indirectly in any communication to the ultimate purchaser or any subsequent purchaser that the coverage of any warranty under this Act is conditioned upon use of any part, component,

or system manufactured by such manufacturer or any person acting for such manufacturer or under his control, or conditioned upon service performed by any such person"

Please review this information and let me know if you will reconsider this warranty claim or explain why Chrysler is justified in denying the claim.

Best regards,

Joel Ball  
Light-Duty Vehicle Group  
Compliance Division  
United States Environmental Protection Agency  
(734) 214-4238  
[ball.joel@epa.gov](mailto:ball.joel@epa.gov)

**From:** Ex. 6 - Personal Privacy  
**Sent:** Tuesday, May 26, 2015 1:52 PM  
**To:** Ball, Joel  
**Subject:** Emissions Warranty Issue on 2014 Ram 1500 Ecodiesel

Dear Mr. Ball,

I am contacting you because I feel I have exhausted my options regarding a warranty repair to my 2014 Ram 1500 3.0L Ecodiesel pickup's emission system. Chrysler, the vehicle manufacturer, is refusing to correct the problem as a warranty issue. I have attached correspondence that I have had with Chrysler group, as well as the work order used to repair the emissions system. Chrysler will not provide a written explanation of the cause of the part failure, and has closed the case that was filed with them, refusing to answer any further questions. I have now spent a month trying to get Chrysler to honor the emissions system warranty but I am being refused. I apologize if I need to contact someone else regarding this matter, will you please provide me with contact information for the correct person if I need to do so? The following paragraphs are a summary of the problem that occurred with the truck's emission system.

**April 25, 2015 (Saturday):** I received a warning on my truck's dashboard that said "DEF Low Engine Will Not Restart in 500 miles." The truck had just reached 9800 miles on the odometer. After reviewing the owner's manual (please refer to Exhibit A and B), I purchased Diesel Exhaust Fluid (DEF) and filled my tank with approximately 5 gallons of fluid, which is 2 bottles of DEF. The DEF used can be seen in Photos 1 and 2. The packaging is clearly labeled as API



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**April 28, 2015 (Tuesday):** As I drove to work in the morning, another new warning came up on my truck's dashboard. It said that the engine would not restart in 200 miles and I needed to see dealer. I immediately drove back to Crown Concord and told them what was going on. I was told by the service writer that my DEF tank was going to be flushed out, left to dry overnight, recharged, and given a 30 mile test drive in the morning. I was also told the work would still be under warranty.

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**5/1/2015 (Friday):** I called Ram Customer care to appeal the case to corporate. I spoke for over an hour to one of their customer service agents who said it sounded like this was a warranty issue and that he would review and give me a call the following week. They do not give out last names or email addresses.

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**Ex. 6 - Personal Privacy**

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**Cc:** Dalton, Joel[Dalton.Joel@epa.gov]  
**From:** Rakicki Dennis (FCA)  
**Sent:** Mon 6/15/2015 2:28:32 PM  
**Subject:** RE: Emissions Warranty Issue on 2014 Ram 1500 Ecodiesel

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**Dennis Rakicki**

Vehicle Safety & Regulatory Compliance

Emissions Compliance

**FCA US LLC**

CIMS 482-00-81

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Telephone: +1 (248) 576- 5468

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**To:** Ball, Joel[ball.joel@epa.gov]; Ball, Joel[ball.joel@epa.gov]  
**Cc:** Fuentes, Mark@ARB[mfuentes@arb.ca.gov]; Valencia, Thomas@ARB[tvalenci@arb.ca.gov]; Lemieux, Sharon@ARB[sharon.lemieux@arb.ca.gov]; Sardar, Satya@ARB[satya.sardar@arb.ca.gov]; Torres, Robert@ARB[rtorres@arb.ca.gov]  
**From:** Cicero-Fernandez, Pablo@ARB  
**Sent:** Tue 2/28/2017 11:49:27 PM  
**Subject:** Info for the high mileage Ram 1500  
IUCP 2Q1502Vehicle 14 Dodge Ram 1500.xlsx

Dear All:

Please find attached the summary for the high mileage Ram 1500.

Best regards,

Pablo Cicero-Fernandez

**To:** Anderson, Tom[Anderson.Tom@epa.gov]; Ball, Joel[ball.joel@epa.gov]; Cieslak, Kim[cieslak.kim@epa.gov]; Franchi, Robert [NCR][Robert.Franchi@ec.gc.ca]; Garrison, Bruce[garrison.bruce@epa.gov]; Good, David[good.david@epa.gov]; Haynes, Ben[haynes.ben@epa.gov]; Helmer, Kent[Helmer.Kent@epa.gov]; Jackson, Cleophas[jackson.cleophas@epa.gov]; Liebner, Bernd[liebner.bernd@epa.gov]; Peralta, Maria[Peralta.Maria@epa.gov]; Piotrowski, Greg[piotrowski.greg@epa.gov]; Schenk, Charles[schenk.charles@epa.gov]; sharon lem (Sharon.Lemieux@arb.ca.gov)[Sharon.Lemieux@arb.ca.gov]; Snyder, Jim[Snyder.Jim@epa.gov]; Spieth, John[Spieth.John@epa.gov]; Vanamburg, David[vanamburg.david@epa.gov]; Yarosz, Jim[yarosz.jim@epa.gov]  
**From:** Sohacki, Lynn  
**Sent:** Fri 5/1/2015 6:11:35 PM  
**Subject:** EPA's in-use test list  
[05-01-2015.xlsx](#)

Hi.

Please let me know if you have any questions regarding the attached list.

Regards,

Lynn Sohacki

Compliance Division

Environmental Protection Agency

734-214-4851

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**From:** Ball, Joel  
**Sent:** Fri 6/12/2015 8:06:19 PM  
**Subject:** FW: Emissions Warranty Issue on 2014 Ram 1500 Ecodiesel  
[Exhibit A - DEF Storage.pdf](#)  
[Exhibit B - DEF Type.pdf](#)  
[Exhibit C - Chrysler Email Sent 5-21.docx](#)  
[Exhibit D - Chrysler Customer Care sent 5-21.docx](#)  
[Exhibit E - Chrysler Response.docx](#)  
[Photo 1 - DEF Package.jpg](#)  
[Photo 2 - API Certification.JPG](#)  
[Receipt for Service.pdf](#)  
[Invoice - 1st Service.pdf](#)  
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If the vehicle will not start, refer to “Maintenance Procedures/Priming If The Engine Has Run Out Of Fuel” in “Maintaining Your Vehicle” for further information.

**WARNING!**

**Do not open the high pressure fuel system with the engine running. Engine operation causes high fuel pressure. High pressure fuel spray can cause serious injury or death.**

**Diesel Exhaust Fluid Storage**

Diesel Exhaust Fluid (DEF) is considered a very stable product with a long shelf life. If DEF is kept in temperatures between 10° and 90°F (-12° and 32°C), it will last a minimum of one year.

DEF is subject to freezing at the lowest temperatures. For example, DEF may freeze at temperatures at or below 12° F (-11°C). The system has been designed to operate in this environment.

**NOTE:** When working with DEF, it is important to know that:

- Any containers or parts that come into contact with DEF must be DEF compatible (plastic or stainless steel). Copper, brass, aluminum, iron or non-stainless steel should be avoided as they are subject to corrosion by DEF.
- If DEF is spilled, it should be wiped up completely.

Component	Fluid, Lubricant, or Genuine Part
Fuel Selection	<p>Use good quality diesel fuel from a reputable supplier in your vehicle. Federal law requires that you must fuel this vehicle with Ultra Low Sulfur Highway Diesel fuel (15 ppm Sulfur maximum) and prohibits the use of Low Sulfur Highway Diesel fuel (500 ppm Sulfur maximum) to avoid damage to the emissions control system.</p> <p>For most year-round service, No. 2 diesel fuel meeting ASTM specification D-975 Grade S15 will provide good performance. We recommend you use a blend of up to 5% biodiesel, meeting ASTM specification D-975 with your diesel engine. <b>This vehicle is compatible with biodiesel blends greater than 5% but no greater than 20% biodiesel meeting ASTM specification D-7467 provided the shortened maintenance intervals are followed as directed.</b></p>
Diesel Exhaust Fluid	<p>MOPAR® Diesel Exhaust Fluid (API Certified) (DEF) or equivalent that has been API Certified to the ISO 22241 standard. Use of fluids not API Certified to ISO 22241 may result in system damage.</p>

Dear Customer:

## **Ex. 6 - Personal Privacy**

Vehicle Description: RAM 1500 LARAMIE 4X4

Hello Ex. 6 - Personal Privacy Thank you for your recent contact regarding your new 2014 RAM 1500 vehicle. We appreciate your concern, particularly in view of the expense and inconvenience involved, however we are unable to accommodate your request for out-of-warranty consideration. The repairs needed on your vehicle were found to be an unwarrantable repair. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. Thank you for your time, Chrysler Customer Care

To reply to this email, please use the link below:

**Ex. 6 - Personal Privacy**

Sincerely,  
JEREMEY  
Customer Assistance Center

Chrysler Customer Care

**Ex. 6 - Personal Privacy**

Vehicle Description: RAM 1500 Laramie 4X4

May 21, 2015

To Whom It May Concern:

This letter is in response to the email sent on May 21, 2015, regarding the case number listed above. It is my understanding that the repairs required for the 2014 Ram 1500 Ecodiesel's emission system are not going to be covered by Chrysler's express warranty.

According to Crown Concord Chrysler Dodge Jeep Ram's statement on April 30, 2015, as well as Chrysler Care's statement on May 21, 2015, the repair that was required to correct the problem with the truck's emissions system cannot be covered under warranty because the DEF (diesel exhaust fluid) used was not a Mopar product and was not sold by Mopar.

Documentation that was provided by the customer shows that the DEF fluid that was used is API certified to the ISO 22241 standard, which is an acceptable fluid according to the Ram 1500 Owner's Manual.

The Magnuson-Moss Warranty Act of 1975, 15 U.S.C. 2302 (C) states that "No warrantor of a consumer product may condition his written or implied warranty of such product on the consumer's using, in connection with such product, any article or service (other than article or service provided without charge under the terms of the warranty) which is identified by brand, trade, or corporate name." In addition, federal law requires manufacturers to cover emissions related parts for 8 years or 80,000 miles.

I would like Chrysler to provide a detailed explanation as to why emissions warranty coverage was denied. Please provide available data as evidence as to why the emissions related component failed. I would also like the names of the people involved in the decision to deny warranty coverage. Finally, I would like the name and contact information of someone employed at Chrysler to whom I can appeal my request.

Thank you,

**Ex. 6 - Personal Privacy**

Dear Customer:

**Ex. 6 - Personal Privacy**

Vehicle Description: RAM 1500 LARAMIE 4X4

Thank you for your recent contact regarding your vehicle. We fully appreciate your concern, but at this time the information you are requesting is not available. The dealership has already advised you of why the repairs are not being covered under the warranty. This was reviewed through Chrysler. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. At this time your case will be closed. Thank you for being a part of the RAM family and have a most great day.

To reply to this email, please use the link below:

**Ex. 6 - Personal Privacy**

Sincerely,  
JEREMEY  
Customer Assistance Center

## Ex. 6 - Personal Privacy

48591

**CONCORD CHRYSLER  
JEEP DODGE RAM FIAT**  
WWW.CROWNCONCORD.COM4901 MARSH DRIVE  
CONCORD, CA 94520  
(925) 798-4000  
1-800-88DODGE  
FAX (925) 798-4370

\*INVOICE\*

SERVICE DEPT. HOURS  
Mon - Fri 7:00 am - 6:00 pm  
Sat 7:30 am - 4:30 pm

No Vehicles Released After Service Hours.

## Ex. 6 - Personal Privacy

PAGE 1

SERVICE ADVISOR: 318 MARK LINDE

BUS:	COLOR	YEAR	CELL:	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
		14		RAM 1500			9926/9926	T3406
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE		
06JUN14 IS								
07JUN14 DE			10:30 27APR15		CASH	27APR15		

Ex. 6 - Personal Privacy

	R.O. OPENED	READY	OPTIONS:	ENG:3.0_Liter_Turbo
09:57 27APR15	16:25 27APR15			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A 01 Multipoint inspection  
00 MAINTENANCE

214 ISP 0.00 (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
9926 rf 39 lf 39 rr 39 lr 39

B 01 Flash Software 1 Software Flash for PTS

CAUSE: EE  
00 MAINTENANCE

214 WC 0.00 (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
9926 performed 18-20-05-94 updated pts from 68141530af to  
68141530ag and rechecked for proper operation

C 01 RRT 1 14108 2014 DS 3.0L MIL DIAGNOSTIC/SYSTEM IMPROVEMENTS

CAUSE: E  
00 MAINTENANCE

214 WC 0.00 (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
9926 performed rrt 14-108 checked for current software level of pcm  
and voltage at fuse 62 ok at this time 18-19-04-a4

D 09 Engine Performance Concern Customer reports check engine light

CAUSE: E  
00 MAINTENANCE

214 WC 0.00 (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
9926 found code for loss of comm with bcm no other codes stored  
need to perform 14-108 rrt then recheck

I acknowledge notice and oral approval of an increase in the original estimated price.

Signature or initials

## STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

This factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

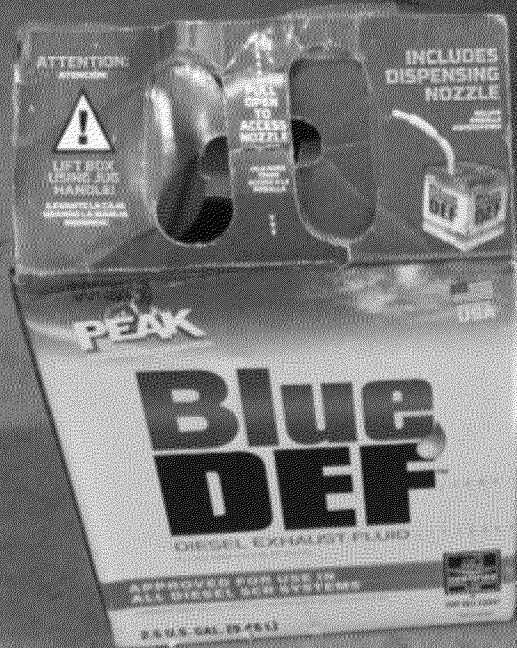
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

EPA# CAL365076

BAR# ARD265777

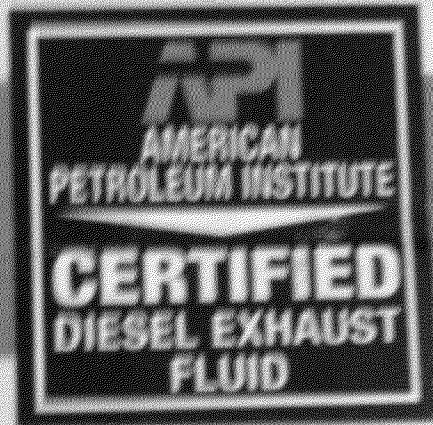
CUSTOMER COPY





TM

FLUID



DEF ISO 22241

PART # DEF002

**To:** Bunker, Byron[bunker.byron@epa.gov]  
**Cc:** Wehrly, Linc[wehrly.linc@epa.gov]; Dalton, Joel[Dalton.Joel@epa.gov]; Lee Morrie (FCA)[morrie.lee@fcagroup.com]; Mendrick Paul (FCA)[paul.mendrick@fcagroup.com]  
**From:** Mazure Steve (FCA)  
**Sent:** Tue 4/5/2016 8:39:26 PM  
**Subject:** RE: follow-up on FCA 2014 MY 3.0L TD Ram 1500/Grand Cherokee recall  
FCA US Emissions Investigation and Recall Process Flow.pptx

Hello Byron,

I had this flow put together with dates to show the history on this particular campaign. It is very typical for a campaign to take several months to execute, more if the supply chain doesn't have enough parts built up to support. Feel free to ask any questions. Letters are going to customers this week.

We will see you soon for another opportunity to continue to answer about the calibration issues you have raised on this package and to show additional data. As we discussed with you before, it would be appreciated that before any final decisions are made we have another face to face session.

Hope you are well and I hope this piece helps you understand the process.

## Steven R. Mazure

Senior Manager

Vehicle Environmental Certification/Homologation

FCA US LLC

Phone: 248-576-5471



UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF MICHIGAN  
SOUTHERN DIVISION

FCA US, LLC, a Delaware Limited  
Liability Company,

Plaintiff/Counter-Defendant,

v.

Case No. 16-12883

CUMMINS INC. f/k/a CUMMINS  
ENGINE COMPANY, INC.,

HON. AVERN COHN

Defendant/Counter-Plaintiff.

\_\_\_\_\_ /

**TEMPORARY RESTRAINING ORDER**

This is a recall dispute between FCA US, LLC (FCA) and Cummins Inc. (Cummins) over a part installed in certain model year 2013-2015 Ram 2500 Pickup trucks with Cummins 6.7 L diesel engines (the vehicles).

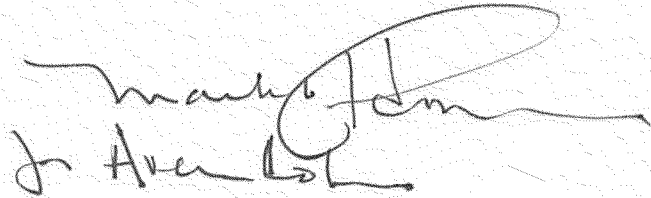
For the reasons stated on the record at the hearing on September 21, 2016 and in accordance with Fed. R. Civ. P. 65, immediate and irreparable harm to the public will result if the recall does not go through forthwith. As such, this temporary restraining order is entered:

1. The parameters of the recall are described in Exhibit 1 attached (Recall Plan).
2. The notice to be sent to vehicle owners subject to the recall is described in Exhibit 2 attached.
3. The Dealer Service Instructions for the recall are described in Exhibit 3 attached.
4. FCA shall cooperate with Cummins to initiate and effectuate the Recall Plan, subject to review, and approval by the Environmental Protection Agency (EPA)

and California Air Resources Board (ARB) by taking the following actions:

- a. Sending dealer notifications letters, attached as Exhibit 3, forthwith and consistent with the schedule and requirements identified in the Recall Plan. Any disagreement over the text of the letters shall be resolved by the Court;
  - b. Sending vehicle owner notification letters, attached as Exhibit 2, and consistent with the schedule and requirements identified in the Recall Plan. Any disagreement over the text of the letters shall be resolved by the Court;
  - c. Ensuring the necessary replacement parts are available to dealers and authorized repair facilities conducting the recall as provided in the Recall Plan;
  - d. FCA shall provide the necessary information to Cummings to enable Cummins to fulfill its reporting obligations.
5. FCA shall keep a detailed accounting of expenses it incurs relating to the recall.
  6. The determination of who is ultimately financially responsible for the recall is reserved for adjudication on the merits.
  7. A preliminary injunction hearing shall be held at 2:00 pm on October 5, 2016 subject to a further date set by the Court.
  8. Cummins shall post a personal bond in the amount of ten million dollars (\$10,000,00.00) to cover FCA's costs and damages should it later be determined that this restraining order was improvidently entered.

SO ORDERED.



\_\_\_\_\_  
AVERN COHN  
UNITED STATES DISTRICT JUDGE

Dated:

9-23-2016  
Detroit, Michigan





**Cummins Inc. submits the following Influenced Recall Plan in accordance with the requirements of 13 CCR §2114(a).**

**1. A description of each class or category of vehicle or engine subject to recall including the number of vehicles or engines to be recalled, the engine family, test group or a subgroup thereof, the model year, the make, the model, and such other information as may be required to identify the vehicles or engines to be recalled.**

Test group	Model(s)	Model Year	Sales Area	Affected vehicles in California/US
DCEXD06.78VV	RAM 2500	2013	50 State	2,404/30,807
ECEXD06.78VV	RAM 2500	2014	50 State	5,565/53,721
FCExD06.78VV	RAM 2500	2015	50 State	5,812/51,296

**2. A description of the nonconformity and the specific modifications, alterations, repairs, adjustments, or other changes to be made to correct the vehicles or engines.**

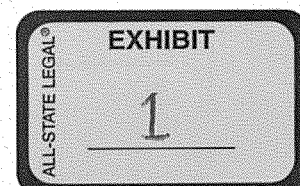
Some MY2013 through MY2015 Ram 2500 Pickup vehicles may experience deactivation of the Cu-Zeolite selective catalyst reduction (SCR) system ("3042") leading to loss of NOx conversion capability. This deactivation appears to be the result of the presence of condensation within the SCR system at low exhaust temperatures and can be further exacerbated in vehicle duty cycles with frequent cold starts or extended idle operation. Cummins has identified a new SCR formulation ("3136") which is more resistant to the deactivation mechanism described above.

Cummins Inc. ("Cummins") and FCA US LLC ("FCA"), will conduct a recall to replace the current SCR catalysts with a new SCR catalyst ("3136") that employs the new formulation.

**3. A description of the method by which the manufacturer will determine the names and addresses of vehicle or engine owners and the manufacturer's method and schedule for notifying the service facilities and vehicle or engine owners of the recall.**

In conducting the recall, FCA provides the United States Vehicle Identification Numbers (VIN) list for a specific service action to Experian for the latest customer name and address information. Experian searches its internal database, which is updated with information from state databases (Department of Motor Vehicles). Experian sends this information to FCA which is then used to mail letters to vehicle owners. Additionally, FCA will use the internal warranty service records and new/used vehicles sales records to identify the owners of the affected vehicles.

Due to production capacity of the replacement catalysts, Cummins and FCA will begin the recall per this schedule:





**MY 2013 Ram 2500:**

- Nine (9) states (Alabama, California, Hawaii, Louisiana, Massachusetts, Maine, North Dakota, Texas, and Vermont) in August 2016.
  - Dealer Notification Date: Aug 15, 2016
  - Customer Notification Date: Aug 22, 2016
- Remaining forty-one (41) states in December 2016
  - Dealer Notification Date: December 1, 2016
  - Customer Notification Date: December 8, 2016

**MY 2014 and 2015 Ram 2500:**

- Fifty (50) state recall beginning January 2017
  - Dealer Notification Date: January 16, 2017
  - Customer Notification Date: January 23, 2017

**4. A description of the procedure to be followed by vehicle or engine owners to obtain correction of the nonconformity. This shall include the date on or after which the owner can have the nonconformity remedied, the time reasonably necessary to perform the labor to remedy the nonconformity, and the designation of facilities at which the nonconformity can be remedied.**

The owners will be directed to contact an authorized FCA dealer/repair facility after they receive the recall notification to schedule an appointment to have the catalyst replaced. The SCR system corrective action is expected to take approximately 1 to 6 hours. The repair may be performed at any authorized FCA repair location.

**5. If some or all of the nonconforming vehicles or engines are to be remedied by persons other than dealers or authorized warranty agents of the manufacturer, a description of such class of persons.**

Not applicable.

**6. A copy of the letter of notification to be sent to vehicle or engine owners.**

A copy of the owner Notification Letter is attached.

**7. A description of the system by which the manufacturer will assure that an adequate supply of parts will be available to perform the repair under the recall plan, including the date by which an adequate supply of parts will be available to initiate the repair campaign, and the method to be used to assure the supply remains both adequate and responsive to owner demand.**

The proposed schedule for implementing the recall (see item 3, above) takes into account certain production capacity limitations for the replacement catalyst. Cummins projects that replacement catalysts will be available in sufficient numbers to provide an adequate supply to implement the recall in accordance with that schedule. FCA will supply all of its dealers with the required parts to complete the repair.





**8. A copy of all necessary instructions to be sent to those persons who are to perform the repair.**

A copy of the dealer service instructions is attached.

**9. A description of the impact of the proposed repairs or adjustments on fuel economy, driveability, performance and safety of each class or category of vehicles or engines to be recalled and a brief summary of the data, technical studies, or engineering evaluations which support these descriptions.**

The impact of the proposed repair of the new replacement catalyst will be negligible related to emissions, fuel economy, driveability, performance, or safety. A summary of the emissions test results (DF and UAF included) and fuel economy test results is shown below. The new SCR durability and deterioration factor have been validated and approved by ARB and is being used for MY2016 RAM 2500 per Executive Order A-021-0626.

<b>FTP75</b>	<b>NO<sub>x</sub> (g/mi)</b>	<b>NMHC (g/mi)</b>	<b>CO (g/mi)</b>	<b>CO<sub>2</sub> (g/mi)</b>	<b>CH<sub>4</sub> (g/mi)</b>	<b>Fuel Economy (MPG)</b>
New SCR	0.132	0.006	0.164	707	0.014	14.4
Old SCR	0.133	0.016	0.081	696	0.006	14.6

**10. Under an influenced recall, an estimate of the capture rate from the proposed recall derived from actual data and/or manufacturer experience.**

The estimated capture rate after six quarters based on past recall data is approximately 90% for California and 80% for the rest of the United States. Additionally, Cummins will also incorporate a Department of Motor Vehicles tie-in by providing ARB on a monthly basis a list of VINs that have not had this recall performed.









06-27-2016

Dealer Service Instructions for:

## **Emissions Recall SXX SCR Catalyst Replacement**

### **Models**

**2013-2015 (DJ) RAM Pick Up Truck (2500 series)**

*NOTE: This recall applies only to the above vehicles equipped with a 6.7L Cummins turbo diesel engine (sales code ETK).*

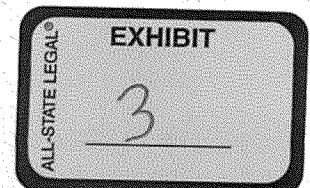
**IMPORTANT:** Some of the involved vehicles may be in Dealer vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

It has been determined that this Emission Recall is necessary, and has been submitted as an Influenced Recall plan to the California Air Resources Board and the United States Environmental Protection Agency. Under the plan, FCA is assisting by working with you to facilitate the recall. The subject of this recall is that some MY2013-2015 RAM 2500 vehicles may experience deactivation of the selective catalyst reduction (SCR) system. This can cause tailpipe emissions of oxides of nitrogen (NOx) to exceed the emissions standard.

### **Repair**

Remove the existing SCR catalyst and Ammonia Sensor Module and replace with new SCR catalyst (P/Ns listed below).



**Emissions Recall SXX – SCR Replacement**

Page 2

**Parts Information**

<u>Part Number</u>	<u>Description</u>
68292410AA	Converter, SCR Catalyst (Regular Cab)
68292411AA	Converter, SCR Catalyst (Crew Cab)
68292412AA	Converter, SCR Catalyst (Mega Cab)
68320024AA	Label, Emission
04627714AA	Gasket, Injector
68065844AB	Gasket, Flange
04778570	Wiring Sleeve Kit

**Special Tools**

No special tools are required to perform this service procedure.

**Service Procedure****A. Remove Ammonia Sensor Module**

**NOTE:** The PCM must be at the latest calibration level after completing the repair procedure.

1. Raise the vehicle on a suitable hoist and inspect all DEF hoses and hose connections or leaks or restrictions.

**NOTE:** The New SCR catalyst doesn't use the ammonia sensor, remove and discard the sensor.

2. Remove Ammonia sensor module. Refer to detailed service procedures available in DealerCONNECT/TechCONNECT 08 - Electrical/8E - Electronic Control Modules/MODULE, ammonia Sensor/Removal.

## **Emissions Recall SXX – SCR Replacement**

Page 3

3. The four-wires connector for the ammonia module needs to be removed.
4. Cut all four-wire at the module connector and discard.
5. Use the wire sleeve kit and seal all four cut wires.
6. Secure (tape/zip-tie) remaining wires to the main harness.

### **B. Replace SCR system**

7. Replace the SCR catalyst. Refer to detailed service procedures available in DealerCONNECT/TechCONNECT, Service Info Section 11- Exhaust System> Catalyst, Selective Catalytic Reduction (SCR)> Removal/Installation.  
**Copy of SCR Removal/Installation Instruction are attached.**
8. Remove existing Vehicle Emission Control Information (VECI) label by hand.

**NOTE: A heat gun may be needed to help remove the adhesive.**

9. Remove any remaining label/adhesive using Isopropyl alcohol wipe and allow to dry.
10. Position and apply the replacement label as near as possible to the original label.
11. Remove all visible wrinkles and bubbles by wiping label with a gloved hand or a squeegee.

**NOTE: The PCM must be at the latest calibration level after completing the repair procedure. Verify that the PCM software is up to date. Use wiTECH to re-program the PCM, if needed.**

**Emissions Recall SXX – SCR Replacement**

Page 4

**Service Procedure (Continued)****C. Complete Proof of Correction Form for California Residents:**

This recall is subject to the State of California Registration Renewal/Emissions Recall Enforcement Program. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California, which provides proof that this recall was performed when they renew the vehicle registration.**

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA LLC to record recall service completions and to provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace SCR catalyst	XX-XX-XX-XX	XX hours
Replace VECI label	XX-XX-XX-XX	XX hours

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

**NOTE:** See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

**Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.



**Emissions Recall SXX – SCR Replacement**

Page 5

**Owner Notification and Service Scheduling**

All involved vehicle owners known to FCA are being notified of this service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

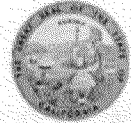
**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC



# Air Resources Board



**Matthew Rodriguez**  
Secretary for  
Environmental Protection

**Mary D. Nichols, Chair**  
9480 Telstar Avenue, Suite 4  
El Monte, California 91731 • [www.arb.ca.gov](http://www.arb.ca.gov)

**Edmund G. Brown Jr.**  
Governor

March 20, 2017

Reference No. F-2017-19

Mr. Dennis Rakicki, Manager  
Vehicle Safety & Regulatory Compliance  
Fiat Chrysler Automobiles United States, LLC  
800 Chrysler Drive, CIMS 482-00-81  
Auburn Hills, Michigan 48326-7922

SUBJECT: NOTICE OF REJECTION OF FIAT CHRYSLER AUTOMOBILES' 2014-2016 JEEP GRAND CHEROKEE AND RAM 1500 REVISED VOLUNTARY EMISSION RECALL PLAN;

Dear Mr. Rakicki:

The California Air Resources Board (CARB) has received your January 27, 2017 letter regarding Fiat Chrysler Automobiles' (FCA) revised Voluntary Customer Satisfaction Notification Report (CSNR) S74-C, affecting certain 2014-2016 model year Jeep Grand Cherokee and RAM 1500 vehicles equipped with a 3.0 L diesel engine (Test Groups: ECRXT03.05PV, FCRXT03.05PV, GCRXT03.05PV). FCA has determined that the engine oil change schedule and software calibrations on these vehicles may allow the engine oil to degrade without notifying the operator that an oil change is required which may result in seized/spun crankshaft bearings. FCA originally proposed to reprogram the powertrain control module and transmission control module with updated software calibrations that are identical to the proposed auxiliary emission control device (AECD) upgrade for 2017 model year. The engine oil filter will be replaced and the engine oil viscosity will be changed from 5W30 to 5W40 synthetic oil for affected vehicles.

CARB found major deficiencies in the original recall plan and sent a notice of rejection letter to FCA on December 2, 2016. In response to CARB's notice of rejection letter, FCA submitted the revised recall plan to eliminate the proposed 2017 model year AECD software upgrades that were originally included in the service campaign. FCA also provided the detailed descriptions of the calibration change associated with this revised recall to CARB on February 28, 2017.

After careful review of the revised recall plan and detailed descriptions of the proposed calibration change, CARB is unable to validate the algorithm in this revised recall plan that included calibration changes that appear unrelated to the oil change schedule

*The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website: <http://www.arb.ca.gov>.*

California Environmental Protection Agency

Printed on Recycled Paper

Mr. Dennis Rakicki

Page 2

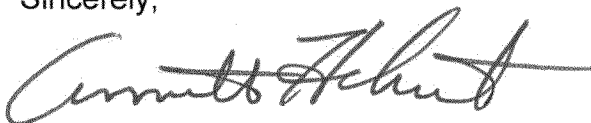
software. The unrelated engine and On-Board Diagnostic calibration changes included in this proposed recall plan may hinder CARB's current investigation of undisclosed AECDs and/or defeat devices in these vehicle models.

Therefore, CARB is rejecting FCA's revised voluntary emission recall plan for the 2014-2016 model year Jeep Grand Cherokee and RAM 1500 vehicles equipped with a 3.0 L diesel engine (Test Groups: ECRXT03.05PV, FCRXT03.05PV, GCRXT03.05PV).

CARB, will continue to evaluate FCA's proposal and work with FCA to ensure a legally acceptable and expedited resolution.

If you have any questions, I can be reached at (626) 450-6150.

Sincerely,



Annette Hebert, Chief  
Emissions Compliance, Automotive Regulations and Science Division

cc: (via email only)

Mr. Byron Bunker, Director  
Compliance Division  
Office of Transportation and Air Quality  
Office of Air and Radiation  
U.S. Environmental Protection Agency  
[Bunker.byron@epa.gov](mailto:Bunker.byron@epa.gov)

Mr. Linc Wehrly, Director  
Light-Duty Vehicle Center  
U.S. Environmental Protection Agency  
[Wehrly.linc@epa.gov](mailto:Wehrly.linc@epa.gov)

Mr. Jeffrey Wong, Manager  
Field Operations/Warranty Section  
Emissions Compliance, Automotive Regulations and Science Division  
[Jeffrey.wong@arb.ca.gov](mailto:Jeffrey.wong@arb.ca.gov)

Mr. Dennis Rakicki

Page 3

bcc: Mark Fuentes, ECARS

Jerry Ho, ECARS

IUP File

ECARS Division File

Ref #

10/10/2018

10/10/2018

10/10/2018

**To:** Bunker, Byron[bunker.byron@epa.gov]  
**Cc:** Wehrly, Linc[wehrly.linc@epa.gov]; Dalton, Joel[Dalton.Joel@epa.gov]; Lee Morrie (FCA)[morrie.lee@fcagroup.com]; Mendrick Paul (FCA)[paul.mendrick@fcagroup.com]  
**From:** Mazure Steve (FCA)  
**Sent:** Tue 4/5/2016 8:39:26 PM  
**Subject:** RE: follow-up on FCA 2014 MY 3.0L TD Ram 1500/Grand Cherokee recall  
FCA US Emissions Investigation and Recall Process Flow.pptx

Hello Byron,

I had this flow put together with dates to show the history on this particular campaign. It is very typical for a campaign to take several months to execute, more if the supply chain doesn't have enough parts built up to support. Feel free to ask any questions. Letters are going to customers this week.

We will see you soon for another opportunity to continue to answer about the calibration issues you have raised on this package and to show additional data. As we discussed with you before, it would be appreciated that before any final decisions are made we have another face to face session.

Hope you are well and I hope this piece helps you understand the process.

## Steven R. Mazure

Senior Manager

Vehicle Environmental Certification/Homologation

FCA US LLC

Phone: 248-576-5471



**To:** Dalton, Joel[Dalton.Joel@epa.gov]  
**From:** Lee Morrie (FCA)  
**Sent:** Thur 5/5/2016 7:32:22 PM  
**Subject:** FCA SCR calibration log 14MY-16MY  
DSWK SCR Cal log for MY14 15 16 (TV input)Rev02.pptx

Here's the document that correlates the calibration releases with the RC's for 14MY-16MY.



**Morrie Lee**

Regulatory Affairs

Manager - Vehicle Environmental Certification

**FCA US LLC**

CIMS 422-01-01

3700 S. M-52, Chelsea, Mi, 48118

Telephone: +1 (734) 475-5168

Email: [Morrie.Lee@FCAGroup.com](mailto:Morrie.Lee@FCAGroup.com)





**To:** Healy, Stephen[healy.stephen@epa.gov]  
**From:** Rob Sutschek  
**Sent:** Thur 1/9/2014 2:02:10 PM  
**Subject:** ARB conditional EO for 3.0L LDT4 Diesel  
CARB Cert doc MY14 chrysler ldt a0091207 3d0 l2 diesel (2).pdf

Hi Steve –

Here is the conditional cert that I was speaking of.

Thank you -  
Rob

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Pursuant to the authority vested in the Air Resources Board by Health and Safety Code (HSC), Div. 26, Part 5, Chap. 2; and pursuant to the authority vested in the undersigned by HSC Sections 39515 & 39516 and Executive Order G-02-003;

**IT IS ORDERED AND RESOLVED:**

That the following exhaust and evaporative emission control systems produced by the manufacturer are certified as described below. Production vehicles shall be in all material respects the same as those for which certification is granted.

MODEL YEAR	TEST GROUP	VEHICLE TYPE	EXHAUST EMISSION STANDARD CATEGORY	USEFUL LIFE (miles)		FUEL TYPE
2014	ECRXT03.05PV	LDT: 6001-8500# GVW, 5751-8500# ALVW	"LEV II" Low Emission Vehicle (LEV II LEV)	EXH / ORVR 120K	EVAP *	Diesel
No.	ECS & SPECIAL FEATURES		EVAPORATIVE FAMILY (EVAF)		DISPLACEMENT (L)	
1	OC, SCRC, DPF, WR-HO2S, NOXS(2), DFI, EGR, EGRC, TC, CAC, PMS, OBD(P)		.			
*	.		.			
*	.		.		3	

See the Attachment for Vehicle Models, Evaporative Family, Engine Displacement, Emission Control Systems, Phase-In Standards, OBD Compliance, Emission Standards and Certification Levels, and Abbreviations.

**BE IT FURTHER RESOLVED:**

That the exhaust and the evaporative emission standards and the certification emission levels for the listed vehicles are as listed on the Attachment. Compliance with the 50<sup>th</sup> Fahrenheit testing requirement may have been met based on the manufacturer's submitted compliance plan in lieu of testing. Any debit in the manufacturer's "NMOG or NMOG+NOx, as applicable, Fleet Average" (PC or LDT or MDPV) or "Vehicle Equivalent Credit" (MDV) compliance plan shall be equalized as required.

**BE IT FURTHER RESOLVED:**

That for the listed vehicle models, the manufacturer has attested to compliance with Title 13, California Code of Regulations, (13 CCR) Sections 1965 [emission control labels], 1968.2 [on-board diagnostic, full or partial compliance], 2035 et seq. [emission control warranty], 2235 [fuel tank fill pipes and openings] (gasoline and alcohol fueled vehicles only), and "High-Altitude Requirements" and "Inspection and Maintenance Emission Standards" (California Exhaust Emission Standards and Test Procedures for 2001 and Subsequent Model PC, LDT and MDV).

**BE IT FURTHER RESOLVED:**

The test group listed in this Executive Order is certified conditionally on the manufacturer providing data to demonstrate compliance with California's greenhouse gas fleet average emission standard (CA GHG Standard) specified in Title 13, California Code of Regulations, (13 CCR) Section 1961.1 and the incorporated California Exhaust Emission Standards and Test Procedures for 2001 and Subsequent Model Passenger Cars, Light-Duty Trucks, and Medium-Duty Vehicles, amended March 29, 2010 (CA Test Procedures). The manufacturer has elected, under 13 CCR Section 1961.1(a)(1)(A)(ii) and under Section E.2.5.1(ii) of the CA Test Procedures, to demonstrate compliance with the CA GHG Standard by demonstrating compliance with the National greenhouse gas program (National GHG Program). Therefore, the test group listed in this Executive Order is certified conditionally further on the manufacturer complying with the requirements specified in said provisions in 13 CCR, and Sections E.2.5.1(ii) and H.4.5(b) and H.4.5(c) of the CA Test Procedures (among other things, concerning data and information submission, timing, and format as specified by the Executive Officer). Failure to comply with the certification requirements to demonstrate compliance with CA GHG Standard by demonstrating compliance with the National GHG Program under said provisions in 13 CCR and CA Test Procedures may be cause for the Executive Officer to revoke the Executive Order. Vehicles in the revoked Executive Order shall be deemed uncertified and subject to penalties authorized under California law. Notwithstanding the requirement herein, a manufacturer that becomes, after MY2009, a large-volume manufacturer, as defined in 13 CCR Section 1900, is not required to comply with the CA GHG Standard until the beginning of the fourth model-year from becoming a large-volume manufacturer. Additionally, notwithstanding the requirement herein, a small-volume manufacturer, independent low-volume manufacturer, or intermediate volume-manufacturer, as defined in 13 CCR Section 1900, is not required to comply with CA GHG Standard during model-years (MY) 2012 through 2015.

**BE IT FURTHER RESOLVED:**

The listed vehicle models are conditionally certified in accordance with 13 CCR Section 1968.2(k) (deficiency and fines provisions for certification of malfunction and diagnostic system) because the on-board diagnostic II (OBD) system of the listed vehicle models has been determined to have twelve deficiencies. The listed vehicle models are approved subject to the manufacturer paying a fine of \$350 per vehicle for the fifth through twelfth deficiencies for vehicles in the listed test group that are produced and delivered for sale in California.

On a quarterly basis, the manufacturer shall submit to the Air Resources Board reports of the number of vehicles produced and delivered for sale in California and pay the full fine owed for that quarter pursuant to this conditional certification. Payment shall be made payable to the State Treasurer for deposit in the Air Pollution Control Fund no later than thirty (30) days after the end of each calendar quarter during the 2014 model-year production period. Failure to pay the quarterly fine, in full, in the time provided, may be cause for the Executive Officer to rescind this conditional certification, effective from the start of the quarter in question, in which case all vehicles covered under this conditional certification for that quarter and all future quarters would be deemed uncertified and subject to a civil penalty of up to \$5000 per vehicle pursuant to HSC Section 43154.

**BE IT FURTHER RESOLVED:**


These vehicles are certified per 13 CCR Section 1968.2(i) (2.4), conditionally upon ARB staff's review and approval of OBD demonstration data representing the test group above as required in ARB's letter, Reference No. E-13-180. Failure of the submitted demonstration data to show compliance with the test procedures, shall be cause for the Air Resources Board to revoke this Executive Order and vehicles sold under the revoked conditional certification shall be deemed uncertified and subject to a civil penalty of up to \$5000 per vehicle pursuant to HSC Section 43154.

**BE IT FURTHER RESOLVED:**

As part of the certification application, the manufacturer submitted a description of the inducement strategy for reductant level, reductant quality and tampering associated with the selective catalytic reduction (SCR) system on the vehicles in the listed test group. Because the data provided for reductant quality detection was based on an initial calibration, the listed vehicle models are certified conditionally on the manufacturer submitting final data for reductant quality detection no later than ninety days from the date of the conditional certification. Failure to submit the data in the specified time, or failure of the submitted data to demonstrate satisfactory reductant quality detection may be cause for the Executive Officer to revoke the conditional certification. Vehicles sold under the revoked conditional certification shall be deemed uncertified and subject to a civil penalty of up to \$5000 per vehicle pursuant to HSC Section 43154.

Vehicles certified under this Executive Order shall conform to all applicable California emission regulations. The Bureau of Automotive Repair will be notified by copy of this Executive Order.

Executed at El Monte, California on this 3<sup>rd</sup> day of October 2013.

  
Erik White, Chief  
Mobile Source Operations Division

## ATTACHMENT

### EXHAUST AND EVAPORATIVE EMISSION STANDARDS AND CERTIFICATION LEVELS

(For bi-, dual- or flexible-fueled vehicles, the STD and CERT in parentheses are those applicable to testing on gasoline test fuel.)

NMOG+NOx FLEET AVERAGE [g/mi]		NMOG @ RAF=* CH4 RAF = *		NMOG or NMHC STD [g/mi]	CH4=methane; NMOG=non-CH4 organic gas; NMHC=non-CH4 hydrocarbon; CO=carbon monoxide; NOx=oxides of nitrogen; HCHO=formaldehyde; PM=particulate matter; RAF=reactivity adjustment factor; 2/3 D [g/test]=2/3 day diurnal+hot-soak; RL [g/mi]=running loss; ORVR [g/gallon dispensed]=on-board refueling vapor recovery; g=gram; mg=milligram; mi=mile; K=1000 miles; F=degrees Fahrenheit; SFTP=supplemental federal test procedure									
CERT	STD	NMOG CERT [g/mi]	NMHC CERT [g/mi]		CO [g/mi]		NOx [g/mi]		HCHO [mg/mi]		PM [g/mi]		Hwy NOx [g/mi]	
0.112	0.128				CERT	STD	CERT	STD	CERT	STD	CERT	STD	CERT	STD
	@ 50K	*	0.035	0.075	0.1	3.4	0.05	0.05	*	15.	*	*	0.02	0.07
	@ UL	*	0.068	0.090	0.1	4.2	0.05	0.07	*	18.	0.002	0.01	0.02	0.09
	@ 50°F & 4K	*	*	*	*	*	*	*	*	*	*	*	*	*

CO [g/mi] @ 20°F & 50K		NMHC+NOx [g/mi] (composite)		CO [g/mi] (composite)		NMHC+NOx [g/mi] [US06]		CO [g/mi] [US06]		NMHC+NOx [g/mi] [SC03]		CO [g/mi] [SC03]	
CERT	STD	CERT	STD	CERT	STD	CERT	STD	CERT	STD	CERT	STD	CERT	STD
		SFTP @ 4000 miles	*	*	*	0.30	0.60	0.01	11.8	0.01	0.44	0.01	4.0
		SFTP @ * miles	*	*	*	*	*	*	*	*	*	*	*

Evaporative Family	3-Days Diurnal + Hot Soak (grams/test) @ UL		2-Days Diurnal + Hot Soak (grams/test) @ UL		Running Loss (grams/mile) @ UL		On-Board Refueling Vapor Recovery (grams/gallon) @ UL	
	CERT	STD	CERT	STD	CERT	STD	CERT	STD
*	*	*	*	*	*	*	*	*
*	*	*	*	*	*	*	*	*
*	*	*	*	*	*	*	*	*
*	*	*	*	*	*	*	*	*

\*=not applicable; UL=useful life; PC=passenger car; LDT=light-duty truck; LDT1=LDT<6000#GVWR,0-3750#LVW; LDT2=LDT<6000#GVWR,3751-5750#LVW; LDT3=LDT 6001-8500#GVWR,3751-5750#ALVW; LDT4=LDT 6001-8500#GVWR,5751-8500#ALVW; MDV=medium-duty vehicle; MDV4=MDV 8501-10000#GVWR; MDV5=MDV 10001-14000#GVWR; ECS= emission control system; STD= standard; CERT= certification; LVW=loaded vehicle weight; ALVW=adjusted LVW; LEV=low emission vehicle; ULEV=ultra LEV; SULEV=super ULEV; TWC/OC=3-way/oxidizing catalyst; ADSTWC=adsorbing TWC; WU=warm-up catalyst; NAC=NOx adsorption catalyst; SCR-U or SCRC/SCR-N or SCRC-NH3= selective catalytic reduction-urea/ammonia; NH3OC=ammonia oxidation catalyst; CTOX/PTOX= continuous/periodic trap oxidizer; DPF = Diesel Particulate Filter (active); HO2S/O2S=heated/oxygen sensor; WR-HO2S or AFS=Wide range/linear/heated air-fuel ratio sensor; NOXS= NOx sensor; RDQS=reductant quality sensor; NH3S = Ammonia sensor; PMS=particulate matter sensor; EGR=exhaust gas recirculation; EGRC=EGR cooler; AIR/AIRE=secondary air injection (belt driven)/(electric driven); PAIR=pulsed AIR; SFI/MFI= sequential/ multiport fuel injection; DFI=direct fuel injection; TC/SC= turbo/super charger; CAC=charge air cooler; OBD (F)/(P)/(B)=full/partial/both on-board diagnostic; DOR=direct ozone reducing; HCT=Hydrocarbon Trap; BCAN=bleed carbon canister; prefix 2=parallel; (2) suffix=series; CNG/LNG= compressed/liquefied natural gas; LPG=liquefied petroleum gas; E85="85%" Ethanol ("15%" gasoline) Fuel;

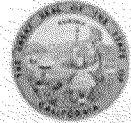
### 2014 MODEL YEAR: VEHICLE MODELS INFORMATION

MAKE	MODEL	EVAPORATIVE FAMILY	ECS NO.	ENGINE SIZE (L)	VEHICLE TYPE	SPECIAL FEATURES	OBD II
JEEP	GRAND CHEROKEE 4WD	*	1	3	LDT4	*	Partial
JEEP	GRAND CHEROKEE RWD	*	1	3	LDT4	*	Partial

**To:** Wehrly, Linc[wehrly.linc@epa.gov]  
**From:** Clark, Debbie@ARB  
**Sent:** Tue 3/21/2017 7:55:04 PM  
**Subject:** FCA rejection letter  
FCA Rejection Letter F-2017-19.pdf



# Air Resources Board



**Matthew Rodriguez**  
Secretary for  
Environmental Protection

**Mary D. Nichols, Chair**  
9480 Telstar Avenue, Suite 4  
El Monte, California 91731 • [www.arb.ca.gov](http://www.arb.ca.gov)

**Edmund G. Brown Jr.**  
Governor

March 20, 2017

Reference No. F-2017-19

Mr. Dennis Rakicki, Manager  
Vehicle Safety & Regulatory Compliance  
Fiat Chrysler Automobiles United States, LLC  
800 Chrysler Drive, CIMS 482-00-81  
Auburn Hills, Michigan 48326-7922

**SUBJECT: NOTICE OF REJECTION OF FIAT CHRYSLER AUTOMOBILES' 2014-2016 JEEP GRAND CHEROKEE AND RAM 1500 REVISED VOLUNTARY EMISSION RECALL PLAN;**

Dear Mr. Rakicki:

The California Air Resources Board (CARB) has received your January 27, 2017 letter regarding Fiat Chrysler Automobiles' (FCA) revised Voluntary Customer Satisfaction Notification Report (CSNR) S74-C, affecting certain 2014-2016 model year Jeep Grand Cherokee and RAM 1500 vehicles equipped with a 3.0 L diesel engine (Test Groups: ECRXT03.05PV, FCRXT03.05PV, GCRXT03.05PV). FCA has determined that the engine oil change schedule and software calibrations on these vehicles may allow the engine oil to degrade without notifying the operator that an oil change is required which may result in seized/spun crankshaft bearings. FCA originally proposed to reprogram the powertrain control module and transmission control module with updated software calibrations that are identical to the proposed auxiliary emission control device (AECD) upgrade for 2017 model year. The engine oil filter will be replaced and the engine oil viscosity will be changed from 5W30 to 5W40 synthetic oil for affected vehicles.

CARB found major deficiencies in the original recall plan and sent a notice of rejection letter to FCA on December 2, 2016. In response to CARB's notice of rejection letter, FCA submitted the revised recall plan to eliminate the proposed 2017 model year AECD software upgrades that were originally included in the service campaign. FCA also provided the detailed descriptions of the calibration change associated with this revised recall to CARB on February 28, 2017.

After careful review of the revised recall plan and detailed descriptions of the proposed calibration change, CARB is unable to validate the algorithm in this revised recall plan that included calibration changes that appear unrelated to the oil change schedule

*The energy challenge facing California is real. Every Californian needs to take immediate action to reduce energy consumption. For a list of simple ways you can reduce demand and cut your energy costs, see our website: <http://www.arb.ca.gov>.*

California Environmental Protection Agency

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Mr. Dennis Rakicki

Page 2

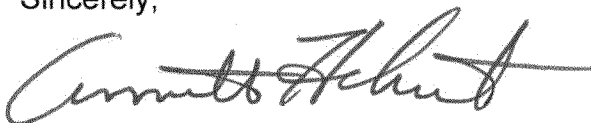
software. The unrelated engine and On-Board Diagnostic calibration changes included in this proposed recall plan may hinder CARB's current investigation of undisclosed AECDs and/or defeat devices in these vehicle models.

Therefore, CARB is rejecting FCA's revised voluntary emission recall plan for the 2014-2016 model year Jeep Grand Cherokee and RAM 1500 vehicles equipped with a 3.0 L diesel engine (Test Groups: ECRXT03.05PV, FCRXT03.05PV, GCRXT03.05PV).

CARB, will continue to evaluate FCA's proposal and work with FCA to ensure a legally acceptable and expedited resolution.

If you have any questions, I can be reached at (626) 450-6150.

Sincerely,



Annette Hebert, Chief  
Emissions Compliance, Automotive Regulations and Science Division

cc: (via email only)

Mr. Byron Bunker, Director  
Compliance Division  
Office of Transportation and Air Quality  
Office of Air and Radiation  
U.S. Environmental Protection Agency  
[Bunker.byron@epa.gov](mailto:Bunker.byron@epa.gov)

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Emissions Compliance, Automotive Regulations and Science Division  
[Jeffrey.wong@arb.ca.gov](mailto:Jeffrey.wong@arb.ca.gov)

Mr. Dennis Rakicki

Page 3

bcc: Mark Fuentes, ECARS

Jerry Ho, ECARS

IUP File

ECARS Division File

Ref #



10/10/2018

10/10/2018

10/10/2018

**To:** Binder, Gregory@ARB[gregory.binder@arb.ca.gov]  
**Cc:** Kane, Eleanor[kane.eleanor@epa.gov]; Meisenbach, Caitlin[Meisenbach.Caitlin@epa.gov]  
**From:** Caballero, Kathryn  
**Sent:** Tue 3/21/2017 5:15:26 PM  
**Subject:** FW: Jeep Grand Cherokee - odd maintenance request.

As discussed today. I do not believe that we have any location information. Thanks.

Kathryn Pirrotta Caballero

Senior Attorney

U.S. EPA Office of Civil Enforcement

Air Enforcement Division

(w) 202-564-1849

Mailing address:

U.S. Environmental Protection Agency

1200 Pennsylvania Avenue, NW (2242A)

Washington, DC 20460

Courier and express deliveries:

U.S. Environmental Protection Agency

Clinton Building - South

1200 Pennsylvania Avenue, NW

Room 1147A

Washington, DC 20004

**From:** Ex. 6 - Personal Privacy  
**Sent:** Thursday, January 12, 2017 10:29 PM  
**To:** Caballero, Kathryn <Caballero.Kathryn@epa.gov>  
**Subject:** Jeep Grand Cherokee - odd maintenance request.

Hi Kathryn,

I saw your name associated with the Fiat-Chrysler - Diesel discussion in the news today. I am an owner of a 2014 Jeep Grand Cherokee and recently had my 36,000 mile routine oil change/service. During the service it was advised my PCM had been "bricked" during a routine software update and they would need to receive a new PCM from the factory and reprogram with recently provided software and new "values".

Not to be paranoid, but the service manager stated that he had never seen this happen before and on all other vehicle PCM you can just reload the firmware without replacing the main board electronics.

Probably nothing, however it now seems more suspicious in light of the news you released today.

Best Regards

**Ex. 6 - Personal Privacy**

2014 Jeep Grand Cherokee V6 Diesel